

Job Description:

## **CLIENT SERVICES COORDINATOR**

### **GENERAL RESPONSIBILITIES**

The Client Services Coordinator is responsible for the supervision of Homeward Bound Case Managers. Under the direction of the Homeward Bound Director, the Client Services Coordinator assures that clients are moved smoothly through the initial application process, and after placement, works with the Case Manager's to assure that formerly homeless clients have access to appropriate housing as they move toward permanent housing and self-sufficiency. The Client Services Coordinator is responsible for the initial processing of homeless clients for services. This includes such services as: orientation, taking care of the most immediate needs of clients, and assisting in obtaining appropriate documentation for the determination of program eligibility.

### **EXAMPLES OF WORK**

Provides supervision of case managers under the direct supervision of the Homeward Bound Director

Assesses immediate needs and makes appropriate referrals for client services.

Assigns caseloads to case management staff under the direction of the Homeward Bound Director

Maintains accurate records of Case Managers' caseload

Regularly monitors and staffs with agencies for provision of client services

Provides case management services to clients, if necessary

Regularly reviews/audits case notes, case plans and assists with modifying case plans as needed.

Works with HMIS Specialist to ensure all paperwork used in case file is appropriate for funding guidelines.

Assists with maintaining accurate occupancy records of the housing units

Attends and participates in regular meetings of program staff.

Represents Homeward Bound in local networks and collaborative efforts, including speaking engagements

Assists in the development and execution of all Memorandums of Understanding (MOU's) with agencies

Under the direction of the Program Director, negotiates payment to other agencies for services when necessary

Performs other duties as required

### **QUALIFICATIONS**

Applicants should have at least one-year of successful supervisory experience, including volunteer work, in human services. An academic degree in related field may substitute for experience. Applicants should have or be capable of learning the following skills: counseling, crisis intervention, problem solving, case management, program planning, and time management.

Applicants should have effective communication skills and should be able to work in a cooperative team atmosphere and function smoothly under stress. Applicants must be able to perform the following: Lift and carry 30-50 pounds, sit and/or stand for prolonged periods of time, bend, twist, stoop, or kneel, exhibit manual dexterity, vision correctable to 20/20 or sufficient to complete job responsibilities, including color recognition, hearing correctable in order to complete job responsibilities. Prior to employment all employees are subjects to background and drug checks as required by program grants and the Dove, Inc. Personnel Policy. These checks may be updated periodically.

### **SALARY AND BENEFITS**

The introductory salary range for this position is from \$34,000 to \$38,000 per year with raises available each July 1<sup>st</sup> based on availability of funds. Fringe benefits include paid holidays, up to 19 paid leave days per year, group health insurance, life & disability insurance, direct deposit, matching retirement and an Employee Assistance Program.

### **WORK CONDITIONS AND ENVIRONMENT**

This is a full-time position requiring 40 hours per week, and it is subject to the Fair Labor Standards Act. This employment is contingent upon continued funding for this position. The Dove, Inc. Homeward Bound Client Services Coordinator reports to the Homeward Bound Program Director. The program office is located at 788 East Clay Street. This position is funded through a grant, and no promise of employment is made beyond the end of that grant period.

**DOVE, INC. IS AN EQUAL OPPORTUNITY EMPLOYER**