



**Title:** Client Services Coordinator

**Reports to:** Director of Client Services

**Work Schedule:** 30-40hrs/week; non-exempt

**Salary:** Not to exceed \$45,000 annually

**Benefits:** Simple IRA, Health Reimbursement Account, 4 weeks paid time off, holiday paid time off

### **Position Purpose**

The Client Services Coordinator helps oversee the day-to-day operations of LEAVEN, ensuring alignment with the organization's mission, vision, and values. This position is involved in all three pillars of LEAVEN's mission: the disbursement of financial assistance, the provision of case management and the coordination of resources, both within and outside the LEAVEN Community Resource Center. This position assists in the supervision and support of LEAVEN volunteers, as well as the dissemination of information to other agencies in the community.

### **Client Services Department Functions and Responsibilities**

- Help manage and investigate client requests, ensuring appropriate procedures are followed
- Assist in timely handling of client requests
- Assist Director of Client Services with quality control of cases
- Ensure non-discrimination and maintains confidentiality for all clients
- Serve as a resource to volunteer caseworkers and interviewers
- Collaborate with other staff to mentor and oversee the training of volunteers
- Network with other community resources to ensure clients' needs are met
- Designate appropriate funding sources through coding of client cases
- Work effectively as part of a team to achieve established outcomes
- Make decisions using available resources and sound judgment
- Handle challenging clients and diffuse situations that have escalated
- Perform additional duties assigned by the Client Services Director on an as-needed basis.

### **LEAVEN Organizational Functions & Responsibilities**

- Represent LEAVEN at community meetings or on assigned committees
- Assist with writing client summary stories for funding sources
- Work effectively as part of a team to achieve established outcomes
- Perform additional duties assigned by the Executive Director on an as-needed basis.
- Develop and maintain cooperative relationships with all volunteers, staff and community contacts

### **Education/Skills**

- Bachelor's degree in Human Services OR a Bachelor's degree and a minimum of three (3) years relevant experience (required)
- Ability to work with complex & difficult situations
- Creative problem solver & passion for human services
- Strong verbal & written communication skills

- Ability to prioritize & multi-task various responsibilities
- Strong attention to detail & organization
- Bilingual (preferred, but not required)

Send resume and cover letter to LEAVEN's Executive Director at [nikki.gerhard@leavenfoxcities.org](mailto:nikki.gerhard@leavenfoxcities.org).

Applications will be accepted Monday, July 31, 2023- Friday, August 11, 2023.