



## Job Description

<b>POSITION TITLE:</b> Client Services Coordinator	<b>DEPARTMENT:</b> Programs
<b>REPORTS TO:</b> Executive Director	<b>STATUS:</b> Part Time Not Exempt 32 hours per week
<b>WORKING RELATIONSHIPS:</b> Volunteers, staff, clients, community partnerships, and outside vendors/contractors.	

➤ **POSITION SUMMARY**

In this position person would oversee current and new programs at the Bixby Outreach Center. Develops programs and resources and formulate case plans that promote moving towards self-sufficiency. Accomplishes clients' care by assessing needs; developing, monitoring, and evaluating case plans and progress; facilitating interdisciplinary approaches. Oversees new clients by reviewing records and applications, and by conducting orientations. The Client Services Coordinator will create and maintain relationships with partner agencies to better assist clients.

**JOB RESPONSIBILITIES**

**Case Management:**

- Develops a comprehensive client-driven case plan with both short-term and long-term goals identified
- Completes a timeline and measures for each goal
- Monitors progress towards goals in regularly scheduled follow ups
- Evaluates and adjusts case plans as needed and documents client progression
- Empowers clients to become involved in their own planning and goal setting
- Refers clients to appropriate resources to assist with meeting goals
- Helps volunteers in the event issues and/or questions regarding clients or client files occur
- Be available, if needed, to meet with clients for special financial assistance and special referrals
- Support creation, planning and coordination of a program and its activities
- Ensure implementation of policies and practices
- Helps create and strengthen community partnerships to further the mission
- Assists with grant writing
- Create daily programming schedules; inform relevant persons on programming processes and administer assigned tasks
- Coordinate client contact and confirm proper measures are taken for client satisfaction
- Facilitate communication between all relevant parties regarding current programs
- Research as necessary to provide effective programming

**General:**

- Be available to drive BOC truck and assist in pick-up for donations from schools, organizations, etc. as directed by Executive Director
- Assist with special programs throughout the year
- Substitute, as needed, if volunteers cannot be located
- Some nights and weekends may be required
- This position will work in an office environment and may work in close quarters with other staff members.

Client Services Coordinator

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Page 1



The noise level in the work environment varies from quiet to moderate

➤ **EDUCATION, EXPERIENCE AND SKILLS**

- Must have strong communication, organization, and management skills
- Experience working in a nonprofit or relevant setting
- Knowledge of Microsoft based programs
- Excellent oral and written communication
- Ability to work independently with minimal oversight
- Bachelor’s degree required

➤ **PHYSICAL REQUIREMENTS**

- Must have vision and auditory abilities to operate equipment and company vehicle.
- Must be able to climb stairs.
- Sitting and standing for long periods of time are not required but may be expected to complete job responsibilities.
- Must be able to carry or lift 25 pounds.
- The need to bend, stoop or kneel is minimal.
- Must have clean driving record.
- Drug Free / Smoke Free workplace.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

By signing below, I reviewed and acknowledge receiving the Operations Manager job description.

Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_

Employee’s Printed Name \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_