

JOB DESCRIPTION – CLIENT SERVICES MANAGER

DEPARTMENT: CLIENT SERVICES
REPORTS TO: DIRECTOR OF PROGRAMS

SALARY AND BENEFITS

- Current FTE: 1.0 FTE. (40 hours/week)
- Salary Range: \$16.00 - \$22.00/hour
- Paid holidays, vacation time, and discretionary leave prorated to FTE
- Health insurance (medical, dental, vision) available to employees working .75 FTE and above
- This position is salaried & exempt, i.e. not subject to state and federal wage and overtime requirements

THE POSITION

The Client Services Manager coordinates the agency's case management, referral and financial assistance services for clients living with HIV/AIDS and their families and caregivers. The Manager is responsible for maintaining the principles and standards for Ryan White Title II funds set forth by the Human Resources and Services Administration and the Oregon Health Authority. The Manager provides supervision to care coordinators, intake coordinators, Medical Case Managers and other CS staff daily in both formal and informal meetings. The manager is also responsible for maintaining and building relationships with community partners and funders. This position oversees the agency's dental program as well and is responsible for communication and negotiation with our partners in that program.

RESPONSIBILITIES

- Work with the Program Director to provide all aspects of program development and administration including;
 - program visioning, planning and evaluation;
 - problem/issue identification, analysis, research and resolution;
 - budget development and monitoring;
 - policy development and revision;
 - contract/grant negotiations and relationships, and
 - organized program record keeping.
- Provide supervision, training and support for program employees and volunteers
- Maintain and nurture relationships with key funders, policymakers, supporters and community influencers related to client services
- Train and supervise employees and volunteers
- Develop an annual program plan in conjunction with Program Director
- Prepare timely quarterly reports for the Board of Directors and progress/final reports for program contracts/grants
- Participate in team management of agency and development of long term planning goals and objectives
- Facilitate department meetings
- Participate in Management Team meetings
- Oversee special projects in the department
- Support department lead positions in their roles

- Ensure consistent communication with offsite employees
- Work with Program Director to develop quality assurance plan
- Ensure implementation of quality assurance plan activities and collection and reporting of related data
- Prepare all necessary reports for funding sources
- Address client concerns and complaints appropriately
- Bridge building with those agencies where our mission overlaps
- Ensure compliance with HIPAA and all related confidentiality/privacy legal requirements
- Stay up-to-date with RWCA legislation and regulations pertaining to HIV case management
- Stay up-to-date with HIV/AIDS disease and treatment issues

QUALIFICATIONS

- Ability to communicate with partners and funders effectively
- Experience with motivational interviewing, case management, harm reduction and client- centered service
- Ability to openly communicate and create an environment where employees, clients and partners feel respected
- Familiarity with Ryan White Care Act (RWCA)
- Experience with electronic client records
- Experience with Word, Excel, and Access
- Budgeting, administrative, supervisory, financial management abilities and experiences
- Effective spokesperson – ability to negotiate and represent agency Ability to build and maintain bridges between agencies
- Ability to communicate in group setting, facilitation skills a plus
- Detail-oriented
- Self-motivated/self manager
- Ability to work with diverse populations
- Ability to be flexible and adaptable
- Experience working with drug and alcohol, mental health issues
- Record keeping and organizational skills
- Excellent written and oral communication
- Team player who is self-motivated, high-energy, enthusiastic
- Bachelors degree in social work related field
- Experience in social work related field
- Preferred previous supervision experience
- Valid Oregon driver's license, driving record sufficient to be covered by agency auto insurance policy, ability to transport self to job-related events, meetings and locations
- TB test (provided at agency)
 - Flexible hours required, including some evenings and weekends
 - Ability to pass agency criminal background check and pre-employment drug screen