



### **Client Services Manager - job description**

**Organization** – The mission of the Community Action Center of Northfield (CAC) is to promote a healthy, caring, and just community for all people through resources, advocacy and volunteer effort. CAC is a community-based, non-profit, human services agency providing and advocating for the basic needs of people and families in the Northfield area. Services and programs create a robust safety net for low-income families throughout Northfield including food access, housing, employment services, clothing, emergency assistance, youth services, transportation, health care, and more. CAC provides a drop-in resource center where immediate response and support is available. A thriving and abundant food shelf serves thousands of individuals each year, including a weekly community meal. CAC owns and operates multiple housing projects spanning from emergency shelter to permanent supportive housing including ongoing intensive case management services with tenants. Partnership with local employers allow CAC to connect individuals to job opportunities and enhance job skills. Additionally, CAC's retail clothing store provides the entire community access to affordable clothing. Currently, CAC is looking for a **Client Services Manager** to help support the community responsive work of CAC.

**Job Summary** – The position of **Client Services Manager** will be a leader at CAC, championing and supporting the culture of a community-based, client-centered, and trauma-responsive organization. The position will manage, support, and empower staff, community members, and clients to support CAC's work. The position will strategically implement progressive internal policies while advocating externally for the needs of the community.

**Responsibilities and Duties** – CAC's success is based on the flexibility of its staff and volunteers to dynamically adjust to meet the needs of the community. The primary responsibilities for this job include:

**Management and Supervision** – Responsible for directing, supervising, and managing a team of currently three client services staff. CAC staff are looking for a knowledgeable, supportive team leader who will work alongside them and provide responsive and clear direction. Additional tasks and activities include:

- Provide consistent, timely, and responsive support to client services team regarding best practices, policies, and general guidance
  - Review, train, evaluate, and provide feedback on staff performance
- Oversee the client services schedule and overall operation of the CAC Resource Center
- Assist with administration and allocation of resources
  - Includes scheduling staff, reviewing budgets, reviewing expenses, etc
- Provide support and infrastructure for community engagement, empowering volunteers to be part of CAC's work
- Communicate and collaboratively assist with administration of grants, initiatives, and programs
- Maintain safety and security of resource center and outreach services by follow all CAC safety procedures
- Meet regularly with administrative leadership to guide and direct the organization

**Client Advocacy** – Responsible for amplifying the voice of clients throughout the community through relational and responsive case management. CAC is prioritizing innovative perspectives on empowering clients beyond typical feedback or advisory panel discussions. CAC is looking for a dynamic advocate to support CAC's crisis response and long-term case management priorities. Additional tasks and activities include:

- Provide high-quality, trauma-responsive case management services for a portion of CAC's supportive housing clients residing in CAC's housing units



- Be available for crisis response during scheduled times in CAC's drop-in resource center
- Assist and support clients in leadership positions through CAC's Community Advocacy Council, giving power and voice to underserved populations
  - CAC is prioritizing innovative perspectives on empowering clients beyond typical feedback or advisory panel discussions.

**Outreach** – Responsible for identifying and collaboratively working across programs and organizations to serve the needs of the community. CAC is looking for a collaborative leader to build relationships with clients and community leaders outside of CAC. Additional tasks and activities include:

- Provide CAC services in community gathering spaces outside of CAC
- Develop relationships with low-income families not currently associated with CAC
- Develop relationships with property managers, city leaders, law enforcement, community organizers, employers, faith-community leaders, and others

**Qualifications** – CAC is committed to finding the right person for the position. Ideal candidates will possess many of the following qualities:

- Working knowledge of social services and community resources for clients
  - Preference given to candidates with strong housing expertise
  - Preference given to candidates with strong knowledge of mental health and/or substance use disorders
- Excellent oral and written communication skills
- Experience working alongside diverse populations
- Bachelor's degree in human services or related field AND four years of experience in related field
- Proven management and/or supervising experience
- Social Work license preferred but not required
- English and Spanish speaking preferred
- Valid driver's license required
- Flexibility to work occasional nights or weekends to meet the needs of the organization
- Ability to pass all required background and MVR checks

**Compensation** – The position is designed as a full-time, salaried, exempt position. However, CAC will consider part-time opportunities for the right candidate. Annual salary will depend on experience and qualifications with a starting range of \$40,000-\$50,000 plus benefits. Some components of the position may require occasional night or weekend hours. The position will report to CAC's Program Director. CAC offers flexible work arrangements, professional development opportunities, and a chance to creatively build and implement innovative ideas.

**Equal Opportunity** – CAC is an equal opportunity organization. CAC believes that the most efficient and effective workplaces employ employees with diverse backgrounds. We strive to create a work environment where all employees and individuals, regardless of their race, creed, color, religion, sex, national origin, age, marital status, political affiliation, sexual orientation, gender identity, disability, public assistance status or veteran status, can succeed and make an impact in the community.

**Application and Hiring Process** – CAC will be interviewing on a rolling basis until the position is filled. Initial applicants will be reviewed after April 19, 2019. To apply, please submit a cover letter, résumé, and contact information for three professional references to [employment@communityactioncenter.org](mailto:employment@communityactioncenter.org). Inquiries and questions can be sent to this same e-mail address or by contacting Program Director Anika Rychner at 506-664-3789.