



Position: Client Services Manager

Reports to: Associate Director of Stability Programs

Classification: Full-time, exempt from FLSA; Participation in 24-hour hotline rotation as primary and/or back-up staff as assigned; other evening and weekend may be required

Work Conditions: Frequently moves boxes and bags weighing up to 30 pounds; frequently ascends/descends stairs to complete job tasks; other evening and weekend hours may be required. Hybrid work from home, out in community settings, and in-office is required for this position with COVID-19 precautions in place to maximize safety of workers and clients.

Benefits: 100% paid health, vision and dental insurance (no employee contribution required for standard plan). Generous paid time off and paid holidays package. Paid parental leave and short-term disability benefits. Option to participate in 403(b) Retirement Savings Plan and pre-tax Flexible Spending Account (FSA).

Salary: \$39,000 annually, additional pay for overnight hotline shifts.

Position Summary: The Client Services Manager position is a full-time position that leads and coordinates our Information and Referral Services, provides direct services and coverage on the 24-hour domestic violence hotline, and coordinates the mental health access program. This position provides direct services to clients. The Client Services Manager supervises the Johnson Service Corps intern, Bonner interns, and volunteers who support the Information and Referral program. and works closely with other team members to uphold agency mission.

Essential Job Duties and Responsibilities:

Information and Referral Services

- Lead and manage information and referral services
- Provide back-up to Information & Referral Volunteers 2-3 shifts per week when intern is not available
- Answer the business line and provide information and referral services to clients in absence of interns and volunteers ensuring proper documentation of client contacts.
- Coordinate with key staff members whose programs are supported by Information and referral team
- Train and supervise interns and volunteers serving in the Information and Referral program.
- Manage Information & Referral email and communication
- Provide support to other staff members who serve on Information and Referral team through team meetings and continuing ed trainings
- Update and maintain agency resource list and stay abreast of community resources to serve clients well
- Operate the diaper and menstrual product distribution program
- Act as liaison between agency and external non-crisis direct service client support programs

Domestic Violence Services

- Provide daytime and overnight coverage for the domestic violence hotline as assigned.
- Offer direct assistance and follow-up services to victims of domestic violence over the phone and in person.

- Provide primary advocates with support and guidance in accordance with the agency's back-up responsibilities.
- Maintain proper documentation of client contacts.
- Assist with bi-annual advocate training.

Mental Health Access Program

- Coordinate Mental Health Access Program for clients who have experienced domestic violence
- Ensure clients accessing program are supported and receive accurate information
- Maintain therapy list of contracted therapists for adults and children
- Ensure all paperwork for clients and MHAP participants are up to date and accurate in accordance with grant
- Recruit therapist to meet needs of clients participating in the program
- Track program spending and work with Enhanced Client Services Coordinator to project spending quarterly

Language Access

- Coordinate language access efforts for all clients in coordination with the Director of Latinx Services.

Administration

- Prepare monthly programmatic report(s).
- Attend staff and program meetings.
- Responsible for participating in the on-going maintenance of a clean, organized and welcoming facility and environment.
- Other activities as assigned by supervisor.

Qualifications:

- Bachelor's or Associate's Degree preferred though equivalent experience is welcomed and will be considered
- Have a solid understanding of interpersonal violence and its effect on individuals and families, and working knowledge of the role that barriers play in reaching out for support and connecting with community resources and the justice system.
Clear understanding of and ability to communicate effectively about economic justice and oppression and its impact on individuals, families, and communities, including how race and gender impact access to economic opportunity
- Demonstrated ability to work effectively as a part of a team and independently, take initiative, balance and prioritize multiple simultaneous projects, meet deadlines, and complete detail-oriented tasks with a high degree of accuracy
- Demonstrated ability to utilize office operating software required (Microsoft Office or Google Suite), online database mgmt. and experience with collaborative software platforms for team operations preferred (zoom, asana)



Compass Center Client Services Manager

- Spanish language skills preferred
- Exhibit a passion for building trusting and empowering relationships with survivors.
- Demonstrate cultural sensitivity and the ability to work with diverse groups. Possess empathic listening and communications skills that can be adapted for survivors with various needs
- Enjoy working with a team of other committed and passionate staff members.
- Demonstrate the ability to perform job duties with a high degree of initiative and professionalism; demonstrated sound judgment, and patience.

We actively encourage diverse candidates to apply, especially those who are Black and/or Indigenous People of Color, Women and gender minorities, people with lived experience of domestic violence and/or housing instability and people with disabilities and/or neurodivergence. Compass Center provides equal employment opportunities to all employees and applicants for employment without regard to race, ethnicity, color, religion, age, gender identity or expression, sexual orientation, disability, appearance, class, body size, partnership status, parenting and/or pregnancy status, genetic information, national origin, or veteran status.

To apply, please send a cover letter, resume and three professional references (prefer at least one direct supervisor) to employment@compassctr.org. Please include the job title in the subject line of the email. No phone calls please. Applications will be accepted until filled.