

## Client Services Manager Job Description

**Reports To:** Executive Director

**Position:** Full Time, Exempt (40 hours/week)

**Location:** Helping Our Women resource centers in Provincetown and North Eastham

**Pay Range:** \$57,000 - \$61,000

### About Helping Our Women

Helping Our Women (HOW) was founded in 1993 to improve access to healthcare and well-being for women living with chronic or serious health conditions in the towns of Eastham, Wellfleet, Truro, and Provincetown. HOW supports over 300 women each year with free, direct services, including: transportation to health and wellness appointments; benefits advocacy and assistance; wellness and social connection programs; food access services; and financial assistance. We maintain an open-door policy to provide information, advocacy and referrals to all community members.

### Job Purpose

The primary purpose of the Client Service Manager is to oversee HOW's direct client services by enrolling women living with chronic or serious health conditions in HOW programs (e.g. transportation, financial assistance, food access, technology), educating them on available community or government resources, and providing them with support and guidance to help address the challenges they are experiencing on their individual healthcare journeys through 1:1 consultations, or by facilitating support groups or health and wellness programming in collaboration with other staff or external program providers.

### Essential Functions

- **Provide Intake Services**
  - Conduct initial intake and assessment/screening for HOW services
  - Develop service and/or outreach plan for each new client
  - Conduct regular re-assessments & update individual plans for each new client one to two times during first year of participation, and as needed throughout service
  - Review existing client information and conduct updated intake for any clients with intake information more than 3 years old
- **Client Advocacy**
  - Advocate for the client as requested or needed to gain access to needed services
  - Assist clients to become self-empowered around social services, entitlements, and medical services
  - Provide supported referrals to health/medical, social, and other services as needed

- Work collaboratively with HOW staff to coordinate supportive referrals, such as transportation, stipend program, tablet program, pantry program
- Communicate with collateral contacts such as doctor's offices, DTA offices, housing, and other providers to support care coordination
- **Support Programs**
  - Orient clients to social and peer-to-peer opportunities, clients rights & responsibilities, and available support programs available through HOW
  - Assist in program management and facilitation (i.e. support groups, book clubs, etc.)
- **Crisis Support**
  - Provide crisis interventions and implement appropriate external referrals as needed
- **Build Knowledge and Relationships**
  - Acquire and maintain knowledge of appropriate local and state resources & entitlement services
  - Attend all meetings as required, such as case management meetings with HOW and other health and social service providers
  - Establish collaborative relationships with appropriate HOW staff and health and social service providers in order to facilitate access to, to advocate for and to deliver needed services for clients
- **Data Management**
  - Maintain a list of active monthly clients in Excel
  - Track each individual contact or encounter with clients in web-based software
- **Perform other duties and activities as assigned**

## Knowledge and Skills Required

The requirements listed below are representative of the knowledge, skill, and/or abilities required to perform the Client Services Manager job.

### ***Education and Experience:***

Associates or Bachelor's degree in a related field or an equivalent combination of education and related job and/or personal experience.

Experience in health or human services. A background in women's health and a basic understanding of the principles and practices of trauma-informed care would be helpful.

### ***Abilities:***

- Sound ability to work with women from all walks of life, including the Jamaican, Latina, and LGBTQ community with an empathetic, comfortable, and non-judgmental manner
- Possess enthusiasm, self-motivation, and a self-reflective nature
- Strong sense of professionalism and boundaries

- Ability to accept guidance and supervision, and seek guidance when needed
- Fundamental demonstrated ability to work within an organizational structure
- Sound self-motivation skills & being able to work independently
- Demonstrated ability to be well-organized
- Sound ability to work within a deadline
- Extensive communication skills
- Fundamental computer skills, including MS office, web searches, and e-mail
- Valid MA driver's license and ability to travel regionally on Outer & Lower Cape Cod
- Sound ability to facilitate groups (optional/as needed)
- Proficient writing skills and proficiency in case management paperwork such as SNAP, social security, WIC, and housing applications
- Excellent organization
- Must maintain confidentiality at all times

### Physical and Mental Effort Required

The physical and mental effort demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### ***Mental Effort***

The mental effort required to perform the essential functions of the Client Services Manager job includes problem solving, making decisions relevant to services needed to support clients, data entry, being organized, reading, and writing, active listening, and the ability to research. An individual in this position must also be able to manage emotionally disturbing situations and stay focused on clients and the work at hand, requiring an individual to be able to compartmentalize and adapt to fast moving and fluid situations.

#### ***Physical Effort***

To perform the essential functions of this job, a person in the job of Client Services Manager must be able to remain stationary (e.g., sit) at a desk in front of a computer 50 percent or more of time. In addition, a Client Services Manager must be able to move files and other objects up to 20 pounds to a height of three to four feet occasionally. Also, a Client Services Manager must be able to move around the office frequently to access files and office equipment, such as walking about, standing, and climbing stairs. Occasionally, a person in this job must be able to stoop, kneel, and crouch.

A person holding the Client Services Manager position must constantly operate a computer and other office machinery such as a copy machine and computer printer, requiring constant use of hands and fingers. A person holding this job must have close visual acuity in order to analyze data and figures, read extensively, and view a computer screen for extended periods of time. In working with clients

and coordinating services with multiple resources on behalf of clients, a person holding the Client Services Manager job must be able to communicate effectively, including the ability to express oneself and exchange information with others frequently.

### Working Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

A person holding this job works indoors, typically in an office setting and frequently works in close quarters with other staff or volunteers.

### Important Note

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

*HOW is an equal opportunity employer. A core value of the organization is our commitment to diversity, equity, and inclusion. We welcome all qualified individuals to apply regardless of race, ethnicity, gender identity, sexual orientation, age and /or other factors that define who you are.*

To apply submit resume and cover letter to: [careers@helpingourwomen.org](mailto:careers@helpingourwomen.org)