

# Client Service Manager

## Direct Report

Executive Director

## Objectives of the Position

The role of the Client Services Manager is to develop and oversee the administration of all aspects of Hope Women's Center's (HWC) approved client services and programs, as well as, the volunteer staff involved to achieve program goals.

## Supervision

Directs, trains and manages all volunteers with relation to HWC'S approved client service operations and programs.

## Qualifications

1. Exceptional communication skills
2. Excellent interpersonal skills and ability to establish positive working relationship with volunteers
3. Creative and innovative in improving operations or resolving problematic issues
4. Ability to positively influence others to achieve the mission of HWC
5. Ability to work on personal initiative and as part of a team
6. Willingness to work outside normal office hours as needed

## Essential Functions

1. Plan delivery of HWC's programs to clients in accordance with the mission and established goals
  - a. Determine program Critical Success Factors and Key Performance Indicators
  - b. Effectively train volunteers and perform/document annual reviews
  - c. Determine need for materials and provide content updates as needed
  - d. Develop and execute program materials for both client relations and volunteer education
  - e. Ensure that program activities operate within approved policies
  - f. Develop needed forms and records
  - g. Develop program evaluation framework to assess strengths of programs and identify needed improvements
  - h. Review and regularly update program training materials
2. Recruit and manage program staff
  - a. In coordination with Executive Director and Marketing Manager, determine opportunities for community outreach to recruit new volunteers
  - b. Design and manage volunteer recruitment practices
  - c. Train and orient new volunteers
  - d. Establish and implement a performance management process for volunteers including an annual written evaluation
  - e. Ensure volunteer personnel files are up to date and kept confidential

3. Program Management and Review
  - a. Daily review of client files and importation of information into Ekyros data system
  - b. Ensure programs operate within approved budget
  - c. Identify and assess risks associated with program activities
  - d. Conduct annual evaluation of programs according to established practices and program goals
  - e. Annually review program P&P manual and recommend updates, as needed
  - f. Ensure that all program activities function within approved policies

**Additional Responsibilities**

1. Trained and available to serve as Client Advocate as needed
2. Trained and available for public speaking as needed
3. Manage administrative duties as assigned
4. Provide monthly dashboard report to Executive Director