

Job Title	Manager of Client Services
Employer/ Agency	Interfaith Ministries for Greater Houston www.imgh.org/careers
Job Description	<p>Department: Client Services Supervisor: Director of Meals on Wheels Classification: Full-time/Exempt Salary: \$45,000-55,000 annually (depends on experience) Supervisory Role: Yes</p> <p>BASIC RESPONSIBILITY</p> <p>The overall development, management and operation of client social services for Meals on Wheels including fully compliant intake and assessment processes, client case management, and guidance for various multi-departmental programs provided to MOW Clients.</p> <p>SPECIFIC RESPONSIBILITIES</p> <ol style="list-style-type: none"> 1. Supervise client services department staff, including assessment, intake, interns, and client services volunteers. 2. Assure compliance with all pertinent government and funder regulations for intake, assessment and client service. Support and assist with contract monitoring and fiscal audit materials and activities. 3. Assist with resolution of client concerns, complaints, and grievances. 4. Provide leadership, training and guidance to MOW and other IM staff about aging and nutrition issues. 5. Manage a client social service case management program including maintenance of case work records in ServeTracker database and referral follow-up with clients 6. Identify and build relationships with key agencies for client referrals for nutrition, safety, home repair, transportation, legal, and allied health services. 7. Acquire, train, and coach sufficient staff, interns, and volunteers to meet client service program goals. 8. Engage in appropriate advocacy efforts on behalf of homebound seniors. 9. Cooperate with Volunteer Services to coordinate services to IM Seniors including Friendly Visitor/Disaster Buddy, Home Repair, Food Box, Holiday Gifts, and Meals, etc. 10. In cooperation and consultation with MOW Director and other administrative staff, develop and recommend goals, policies and service plans to guide the vision and direction of the department. 11. Prepare and submit monthly client services metrics and other reports as required. 12. Working with the MOW Director, develop and manage budget for MOW client social services programs. 13. Work closely with development staff to prepare grant proposals and identify additional funding sources for MOW. 14. Develop and Maintain professional relationships with appropriate professional and community organizations, faith communities, and participate in activities to identify unmet needs, develop community partnerships, and

	<p>promote IM's goals.</p> <ol style="list-style-type: none"> 15. Participate in appropriate Meals on Wheels Task Force meetings and projects. 16. Represent IM in the community through presentations, affiliations, and participation in meetings, seminars, conferences, and other forums. 17. Implement quality assurance measures to promote continuous improvement of services. 18. Perform other duties assigned by supervisor.
Qualifications	<p>QUALIFICATIONS</p> <ol style="list-style-type: none"> 1. Master Social Worker Licensure required (or nearing completion). 2. At least three years of social work experience. Deep knowledge of issues related to seniors preferred. 3. High level of independent judgment, leadership, and community networking. 4. Valid driver's license and automobile liability insurance required. 5. Evidence of the following skills: Management, supervision, attention to detail, program planning and design, building collaborative partnerships and good communication skills (written and verbal). 6. Intermediate to advanced Microsoft Office computer skills (Outlook, Word, Excel and PowerPoint). 7. Previous supervisory experience is preferred. <p>COGNITIVE & PHYSICAL DEMANDS</p> <ol style="list-style-type: none"> 1. Computing - Performing arithmetic operations and reporting on and/or carrying out a prescribed action in relation to them on a daily basis. 2. Analyzing - Examining and evaluating data. Presenting alternative actions in relation to the evaluation is frequently involved. 3. Compiling - Gathering, collating, or classifying information about data. Reporting and/or carrying out a prescribed action in relation to the evaluation is frequently involved. 4. Position Setting - This position is set in a comfortable office environment. Periodic visits to clients and referral organizations. It will require seeing, hearing, talking, sitting and walking on a daily basis.
Salary/Hours	\$45,000 - \$55,000 (exempt) M-F, business hours
Address	3202 San Jacinto St.
City, State, Zip	Houston, TX 77004
Application Method	Please send cover letter and resume to humanresources@imgh.org

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@central.uh.edu with the hiring details of your new job opportunity. Thank you.