

JOB TITLE: Director of Client Services
REPORTS TO: VP-Programs
DEPT: Programs

STATUS: Regular, FT
SCHEDULE: Typically M-F
UPDATED: Oct 15, 2018

Springs Rescue Mission considers every position one of ministry and a vital and valued part of our team. Therefore, it is essential that all employees of SRM have a personal relationship with Jesus Christ and subscribe to our Statement of Faith and Core Values.

SUMMARY OF POSITION:

The Director of Client Services is responsible for the on-going development and deployment of the Client Movement Strategy at Springs Rescue Mission (SRM). The purpose of the Client Movement Strategy is to harmonize various programmatic case management and service-related activities towards our stated outcome goals around housing, health and work/income for each individual client. The position is responsible for the coordination and skill development of the case management team, the utilization of Interns from local colleges and universities, and the relationships with outside agencies and ministries who support the Resource Center program goals. The position is also responsible for the integration of case management staff provided through the SAMHSA Grant for the Benefit of Homeless Individuals (GBHI) and will facilitate the expansion of intensive behavioral and mental health care, as well as substance abuse disorder care, for the project's target population.

DUTIES & RESPONSIBILITIES:

- Responsible for implementation and on-going development of the Client Movement Strategy at SRM. Understands its philosophical purpose and designs movement strategy components accordingly. Integrates movement structure and plan within the greater mission and vision of SRM.
- Responsible for federally funded SAMHSA GBHI project implementation and execution.
 - Develops case management structure and supervisors staff according to grant compliance guidelines.
 - Supervises data collection staff member (Project Evaluator) and ensures accurate methods are used to track client progress.
 - Understands reporting responsibilities associated with grant involvement.
- Provides leadership and managerial oversight of the Resource Center case management (Navigator) team.
 - Develops coordinated approach for all Navigation activities. Works to ensure case management strategies (e.g., assessments, client development plans) are followed within approved framework and are tailored to meet individual client needs and expectations.
 - Ensures that Navigation focus is consistently pointed towards appropriate housing, work, and health outcomes for each individual client.
 - Identifies and promotes developmental opportunities for SRM Navigators (e.g., attendance at community meetings, conferences, and seminars in order to advance their professional growth).
- Provides strategic leadership and coordination of Partner Agency activities that support the Resource Center Client Movement Strategy.
 - Is forward-looking and can determine which services still need to be brought to the SRM campus to fill out the PA line-up.
 - Strengthens existing PA relationships by personal interaction with agency staff members and their immediate supervisors.

- Looks to create “win-win” partnering arrangements via MOU development to ensure both SRM and the partner agencies understand and agree upon their roles and responsibilities.
- Provides supervisory oversight for local college and university social work Interns who desire placement with SRM.
 - Coordinates Intern roles and responsibilities with Navigator roles and responsibilities.

SKILLS AND QUALIFICATIONS: (Required Competencies in order of importance) all job descriptions must have the first three competencies listed below.)

- Maintains a personal relationship with Jesus Christ and is a constant witness. Christ-centered and compassionate attitude in dealing with people including the homeless and faithfully upholds and exemplifies SRM’s Statement of Faith.
- Serves as an advocate for the homeless and raises awareness of the needs and concerns for the addicted and those in poverty, engaging others within one’s influence to greater involvement and effectiveness on behalf of this population in Colorado Springs.
- Believes that volunteers are vital to accomplishing the Vision and Mission of Springs Rescue Mission and thus is part of mobilizing the community in the fight against addiction, poverty and homelessness.
- Able to develop and manage collaborative processes and relationships.
- Experienced case manager with working knowledge of federal grant compliance requirements.
- Able to think strategically and to implement and evaluate service delivery at both the systems level as well as the individual level.
- Requires excellent written and verbal communication skills.
- Knowledge of co-occurring disorder and evidence-based treatment approaches.
- Ability to diffuse potentially violent interactions with frustrated mentally ill persons.
- Familiar with mental health and substance abuse treatment systems.
- Have expert-level understanding of community resources in homeless and mental health services.
- Able and willing to participate in grant writing processes and data reporting.

EDUCATION/EXPERIENCE:

- Master of Social Work (MSW) - *required*
- Licensed Clinical Social Worker (LCSW) - *desired*
- Minimum 5 years related work in social work field
- Minimum 3 years related managerial experience in social work field

WORKING CONDITIONS/PHYSICAL FACTORS:

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

- Climb stairs on a daily basis
- Any lifting stated in pounds

EQUIPMENT/TOOLS USED:

Computer/Internet
 Fax
 Phone
 Copier

I accept this position and understand that employment is At Will:

Employee Signature

Employee Printed Name

Date