

*Hyacinth AIDS Foundation
Client Services Manager
New Brunswick / Plainfield*

Client Services Manager (CSM)

Under the Supervision of the Director of Regional Services, performs assigned duties related to the supervision, implementation and evaluation of all regional client services programs.

Duties include but are not limited to the following:

- The CSM will provide leadership within the regional office. He/she will serve as the senior staff person in the office and will be expected to troubleshoot client and human resources issues and, as such, will possess strong critical thinking and decision making skills. Will be expected to participate in team meetings with other managers and directors. Will also be expected to raise issues with senior management so that they can be identified, discussed and resolved.
- Will Oversee and supervise all staff within the regional office (team leaders and direct service staff) daily. The CSM must have a good understanding of social work theory and be able to apply theory to practice. Must also be able to supervise and coach staff associates on client service delivery.
- The CSM will conduct/oversee initial client intakes on all new consumers of Hyacinth services. He/she must work with staff to ensure inter-office referrals to staff/services deemed appropriate for the client through the intake process.
- The CSM will organize and offer monthly skill building workshops for the clients of the office.
- The CSM will conduct Client Case reviews to ensure appropriate linkage and follow-up on all client referrals twice a month. During this process the CSM must be able to direct and coach staff to ensure that clients are receiving the full continuum of services that they need.
- The CSM will establish, maintain and update client case records using approved agency forms and procedures. Ensure confidentiality of all records.
- The CSM will monitor the need for volunteers in different communities and communicate with the Time Out Coordinator to schedule volunteer assistance. Assist with the facilitation of volunteer training programs and general education for staff and volunteers.
- The CSM will serve as the primary liaison with the community and will actively seek and identify individuals or groups requiring Hyacinth services. The CSM will coordinate the development and implementation of outreach activities. He/She will plan and oversee monthly client support events, including recreational, educational and supportive events.
- The CSM will prepare monthly reports in accordance with agency policies and procedures. The CSM will review all staff monthly reports to ensure that staff are meeting grant objectives, both programmatic and fiscal.
- The CSM will work with the Director of Regional Services and the Director of Program Development to ensure that staff is providing services that meet the quality standards determined by the agency. The CSM will work with staff to develop and implement quality improvement plans.

The CSM will be responsible for regional petty cash funds and will monitor spending closely. Monthly petty cash expenditures will be documented and forwarded to finance for reimbursement.

Professional Responsibilities:

- Attend and participate in staff meetings, special events, and supervisory conferences.
- Observe established administrative procedures
- Provide written reports on a timely fashion and maintain statistics as required.
- Represent the agency at community events, meetings, and conferences

Qualifications:

- Commitment to Hyacinth Philosophy.
- Demonstrated ability to work with people from diverse backgrounds and interest.
- Knowledge of social work and social service delivery system.
- Critical thinking and decision making skills.
- Masters Degree plus two years experiences in HIV/AIDS or related field and supervisory experience.
- Proficiency in written and verbal communications.
- Access to currently registered car and a valid driver's license.

The Hyacinth AIDS Foundation is an equal opportunity/ affirmative action employer and will consider all qualified applicants without regard to sex, race, creed or religion, color, national origin, age, ancestry, or veteran, sexual orientation or marital status.

Send Resume and Cover letter to Johanne Rateau- jrateau@hyacinth.org