



Client Services Coordinator

JOB SUMMARY

Client Services Coordinators are the heart of One22, in that they hold the relationships with clients around whom our mission is centered. The role requires resilience and a passion to seek to understand each client's individual needs while holding them with positive regard withholding judgment.

Client Services Coordinators uphold high standards of compassion, trust, and acceptance, establishing strong client relationships while ensuring integrity, safety, and security across all One22 programs. Serving a diverse population, they must respect various cultures and beliefs and support clients' dignity and self-determination through One22's core values, resource navigation, and action planning.

Resource Navigation: Client Services Coordinators are skilled resource navigators who guide clients to One22 and community-based resources. Each team member maintains thorough knowledge of all One22 programs, including Basic Needs and Empowerment Programs, and stays updated on resources relevant to low- to moderate-income individuals. A referral network guide is being developed to prioritize these resources.

Action Planning: Client Services Coordinators build relationships with clients to understand their needs, support their agency, and help them navigate emergencies. They assist clients in identifying strengths, support systems, and steps for stability by offering encouragement, financial knowledge, and practical ideas.

Duties & Responsibilities

- Actively listen to clients and interact with empathy, compassion, and effective communication; respect and protect client privacy/confidentiality
- Work in cohesion with client services team to ensure a streamlined client experience that is easily understood for clients
- Keep records of all client engagements, assistance requests, and notes in One22 database, as well as documentation needed with all applications.
- Empower clients to self-advocate, negotiate for self-interest and prioritize financial needs
- Process applications and supporting materials with consistency, accuracy, and efficiency and follow up with clients as appropriate

Other Duties

- Participate in all-staff trainings to strengthen accessibility of service programs and trauma-informed care trainings including case review and decision-making meetings
- Attend regular staff meetings and professional development opportunities
- Represent One22 resources in the community as requested, and occasionally outside of business hours
- Assist with special and/or seasonal assignments, such as School Supply Drive, Holiday Gift Drive, or outreach events to increase awareness of, and invitation to, One22 resources.

- In the event of widespread community emergencies, Client Services Coordinators and other staff may be required to shift attention to navigating through specific or new resources
- Contribute to fundraising and development projects as needed, with an understanding that all of One22's work relies upon philanthropic support and community goodwill
- Contribute to efforts to inform board members of the experiences and impacts of client service work, including participation in board meetings as appropriate.

Schedule Requirements

Client Services Coordinators' roles, more than any other at One22, are client-relationship-based and require consistent, in-person support during One22's business hours, Monday through Friday, 9:00 am to 5:00 pm. The team's schedule will be built to increase this availability and prioritize in-person hours. Any remote work must be approved by a supervisor and will consider weather, safety, workload, and team needs. Remote work requires full participation in all daily operations, including meetings, training, and office duties.

Qualifications

Experience and Education

- At least 3 years experience providing case management in a human services field
- Education in family development, social work or counseling through post-secondary education, college coursework, formal or informal training and/or continuing education certificates
- Salesforce skills preferred, enthusiasm to learn required

Skills and Characteristics

- Bilingual in Spanish and English is preferred
- Ability to work collaboratively with others and be a "team player"
- Proactive approach to problem solving and prioritizing tasks at hand
- Ability to set personal and professional boundaries
- Ability to maintain high caseload
- Knowledge of local/regional/state/federal resources, assistance and benefits programs
- Strong understanding of and comfort with technology
- Excellent communication skills

Supervision

The Client Services Coordinator reports to the Associate Director of Client Services.

To apply, please submit a resume and cover letter to Kiersten@one22jh.org.

ABOUT ONE22

One22 Resource Center is a community-based nonprofit organization dedicated to supporting individuals and families facing financial and cultural challenges in the Greater Teton area. We guide members of our community toward stability and growth through basic needs, emergency resources and financial empowerment. If community members need help with groceries, or just making ends meet: that's what we're here for.