



# **Director of Client Services Job Posting**

Are you interested in supporting local community members and families during challenging times? Do you have the skills set and experience necessary to provide well-organized leadership to our Case Management staff and oversee our Case Management department functions?

Are you looking to grow, have fun, and make a significant impact? If so, we encourage you to apply for the Director of Case Management position at TLC.

If you are interested in applying for this position, please email your resume, a cover letter and at least three references to [JobPostings@Tri-LakesCares.org](mailto:JobPostings@Tri-LakesCares.org). Please be sure to include "Director of Case Management" in the subject line.

**Job Title:** Director of Case Management

**Position Classification:** Full Time Exempt

### **Hiring Process & Timeframe:**

- We will review applications on a rolling basis until the position is filled
- We will contact those applicants in whom we are interested and invite them to a 30 to 45-minute interview
- Finalists will be invited to a second round of interviews, and we will make an offer shortly thereafter
- We are looking for someone to start right away but we will work with the candidate to allow them to give respectful notice to their current employer

### **Summary of Functions:**

The Director of Case Management manages TLC's Case Management team members and the services/programs they oversee. This director collaborates with TLC's Executive Director and leadership team to support TLC's overall Case Management functions. They support our Case Management team in reviewing financial assistance requests, providing case management support, and aligning to TLC's financial goals. The Director of Case Management works closely with TLC's programmatic staff to ensure that all of TLC's case management programs and services meet relevant client needs, run effectively, and achieve TLC's programmatic and operational goals.



## Essential Job Functions

### Personnel Management – 30%

- Oversee the human resource functions pertaining to TLC's case management team including but not limited to conducting interviews, facilitating orientations, ensuring compliance, evaluating staff, and providing staff training opportunities to ensure individual and team growth.
- Develop and implement case management systems to promote effective connections between clients and case management staff.
- Support the case management staff in developing and maintaining proper goals, outcomes, and outputs for the program areas they oversee.
- Ensure that case management staff properly execute the spending of granted/restricted funds.
- Fill in for members of the case management team as needed.

### Organization Leadership -20%

- In partnership with TLC's leadership team, institute and communicate constructive policies and procedures for all staff.
- Collaborate with TLC's Director of Client Programs to plan for the effective use of volunteers in supporting TLC's client service programs.
- Attend appropriate trainings for professional development such as Bridges Out of Poverty, Poverty Simulations, and other relevant trainings.
- Create and maintain relationships with community partners in support of clients and the organization as a whole, attending events and other collaborative opportunities as needed.

### Program Oversight – 40%

- Compile and evaluate programmatic data, outcomes, and outputs to ensure that TLC's client service programs operate effectively and efficiently.
- Conduct program audits and evaluations and develop plans of improvement as needed.
- Prepare and align to organizational and program budgets for the areas that he/she oversees.
- Ensure compliance with timelines and funding reports as established by grantors/funders.
- Oversee client communication through our various channels (i.e. website, remind.com, eblast, TV....).

#### Direct Client Service Community Partner Relationships – 10%

- Develop and align to TLC's approach for establishing and maintaining relationships with community partners.
- Establish methodology for cultivating and measuring the impact of community partners.
- Attend Community Partner functions showing support from TLC.

#### **Other Duties**

- Serve on internal committees when needed.
- Submit monthly data and reports to the appropriate staff member for inclusion in the board reports, grant reports, and other organizational reports.
- Ensure staff submits invoices for payments in a timely manner according to organizational deadlines.
- Ensure staff documents and submits all products/services to be booked for in-kind purposes in a timely manner according to organizational deadlines.

#### **Position may include the following**

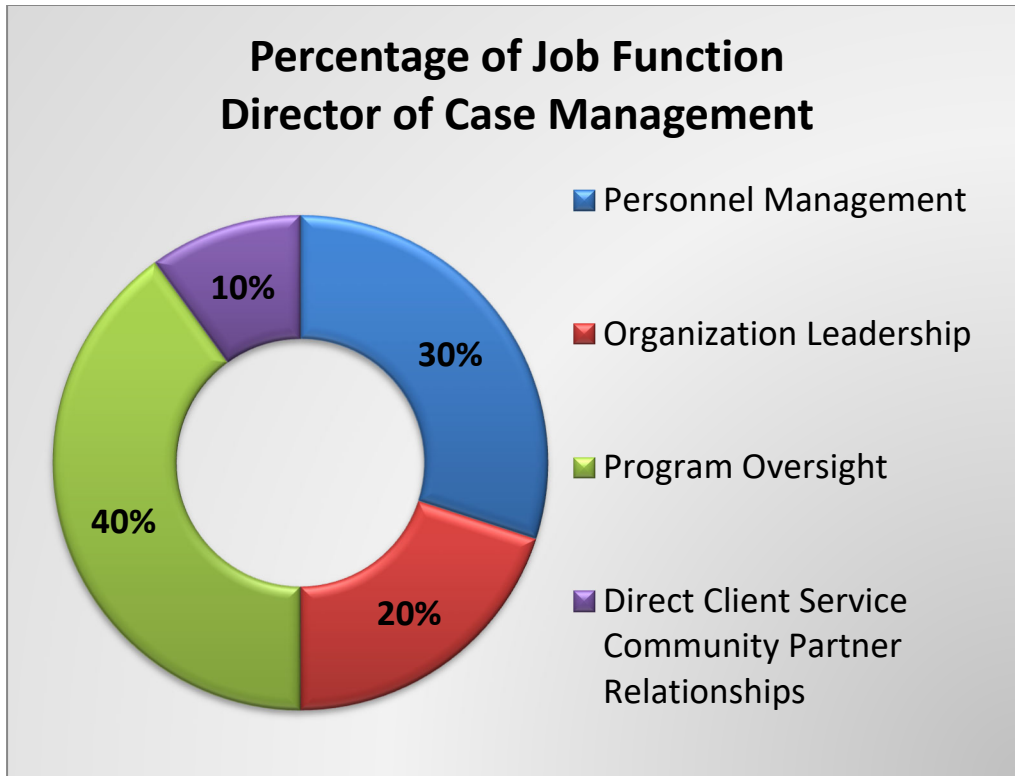
- Other duties assigned by the Executive Director.
- Occasional work at special events – on average 8 to 10 times per year.
- Occasional work in the evenings– 1 to 2 times per week (outside of standard client walk-in hours).
- Occasional work on weekends – on average 6 to 8 times per year.

## Our culture, values and what makes us awesome:



We value providing staff with options for a flexible work schedule to promote work-life balance. We are an easy-going and family-friendly group who loves our dog-friendly environment (on days when we are not open for walk-in client services). We want to work with others who have a passion to serve our community, and we welcome and encourage energetic conversations across diverse perspectives and challenge each other respectfully. We take time to get to know each other and support each other to learn and grow. We value a good sense of humor and find fun and joy in our work. We do serious work, but we do not take ourselves too seriously!

We are thoughtful about our privileges and how they affect our interactions with others and we actively listen and are open to feedback and suggestions for improvement. We are not afraid to change course as more information becomes available and we value courageous conversations that may lead to positive transformation for our organization. We operate in a DFZ (Drama Free Zone), work as a team, and all play a part in TLC's successes. TLC has a supportive and empowering board of directors and we promote a professional and respectful environment among all team members by providing opportunities to attend trainings and engage in professional development opportunities to increase our knowledge and improve our professional skills.



**Essential Requirements and Responsibilities:**

- A great sense of humor
- Commitment to TLC’s mission and values of teamwork, integrity, transparency, compassion, inspiration, and inclusiveness.
- Flexibility and adaptability, able to shift styles to fit the needs of a wide range of cultures, people, and organizations.
- Impeccable written and oral communication skills.
- Ability to multi-task and prioritize.
- Love of continuous learning.

**Preferred Qualifications:**

- Minimum high school diploma, preferred college degree in social work or related field.
- Experience working with a non-profit organization.
- Experience with budgeting.
- Desire to “give back” to the community and a passion for serving others.

**Compensation and Benefits:**

**Typical Hours of Work:** This exempt position usually works an average 50 hours per week. We believe in work-life balance and are committed to keeping the workload in alignment with the true hours worked. A flexible schedule (outside of

critical client services hours) is available. It is required to provide oversight during client service walk-in hours, currently scheduled for Monday and Thursday 11:00 AM – 1:00 PM and 4:00 PM – 6:00 PM. This is an on-site leadership level role with a remote work option on Fridays, with an occasional exception as circumstances arise.

**Salary Range:** Depending on experience, this position pays \_\_\_\$55,000\_\_\_ to \_\_\_\$60,000\_\_\_.

**Health Insurance:** TLC offers health insurance to employees who are regularly scheduled to work 40 hours per week.

**Paid Holidays:** Seven paid holidays per year

**PTO Accrual:** Based on years employed and hours worked, see chart below.

Years of Employment	Accrual Per Hour Worked
Hire date through the first year of service	0.04 (2 weeks)
First anniversary date through year three of service	0.06 (3 weeks)
4th anniversary date through year six of service	0.08 (4 weeks)
7th anniversary date and above	.10 (5 weeks)

### **Organizational Relationships**

- Reports to: Executive Director of Tri-Lakes Cares  
Direct Reports: (2) Case Managers, (1) Intake Case Manager, (1) Penrose St. Francis Nurse, (1) Case Management Intern

### **Physical Demands**

The work is mostly sedentary with few periods of light physical activity. Typically, the position requires:

- Sitting for long periods with occasional walking
- Constant operation of a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer
- Communicating clear and accurate information and ideas, with or without necessary assistance, so others will understand

### **FLSA Status** Exempt

*TLC is dedicated to the principles of equal employment opportunity. Tri-Lakes Cares does not discriminate in any aspect of our mission on the basis of race, religion, color, gender, age 40 and over, national origin, ancestry, disability, sexual orientation, gender expression, family composition, veteran status, or any other category protected under local, state, or federal law. This protection*

*applies to employees, volunteers, donors, clients, vendors, and anyone else with whom we interact in the course of carrying out our mission.*