The Client Services Coordinator (CSC) is a full-time, exempt position with the Denver Rescue Mission who must hold to the doctrine and Constitution/By-Laws of the Mission.

The CSC must be willing to sign the Denver Rescue Mission Statement of Faith.

The Client Services Coordinator reports directly to the In Kind Donations Manager. The Client Services Coordinator is responsible for the coordination and facilitation of outreach services to the homeless and working poor. This position requires management of staff and program, as well as direct ministry, pastoral care and one-on-one service to clients.

RESPONSIBILITIES:

1. Oversee all Client Services activities at the Ministry Outreach Center.
   - Receive food, clothing and miscellaneous articles
   - Distribution of food, furniture, clothing, and miscellaneous articles
   - Screening of applicants per Client Service procedures
   - Provide direct spiritual support to clients

2. Provide spiritual and practical guidance to clients, as required.
   - Provide practical direction and referrals to clients who need services not provided by Denver Rescue Mission.
   - Directly minister to spiritual needs and pray with clients, as required

3. Train and manage daily work responsibilities for program participants, interns and volunteers.
   - Maintain and update training manual for program participants, interns and volunteers – delegating their responsibilities effectively, and treating them with appropriate respect.
   - Develop ongoing training and evaluation process for program participants, interns and volunteers
   - Direct and manage residents daily work responsibilities of program participants and ensure assigned tasks are completed accurately and as scheduled

4. Continue to assess client needs, and policies and procedures in view of further program development.
   - Frequently survey changes and trends within clients’ areas of need
   - Evaluate program and process on an ongoing basis to assure effectiveness and good stewardship of resources
   - Establish ongoing process for feedback from program participants, interns and volunteers
5. Manage department budget and resources and report various department statistics.
   - Manage and work within parameters of annual Client Services budget
   - Provide input into development of Client Services database for client tracking

6. Maintain efficient communication with In Kind Donations Manager.
   - Provide monthly statistical reports on clients served and services rendered
   - Report problems with clients, staff, residents, interns, and volunteers immediately
   - Communicate suggestions for changes in Client Services Program in writing

7. Maintain a network of outside agencies that provide additional client assistance
   - Attend related seminars, conferences and local meetings
   - Visit and obtain literature from other agencies
   - Maintain current referral information, and good agency communication and relations

**QUALIFICATIONS:**

1. Possession of at least a B.A. degree in a related field, or counseling/casework experience.
2. At least one year of client interface or supervisory related experience.
3. Have a desire to serve those in need in an unbiased manner.
4. Ability to project, prepare and adhere to a budget.
5. Ability to manage staff and residents effectively and with respect.
6. Ability to learn inputting and culling of accurate statistics into DRM Scribe database and overall Microsoft Office proficiency.

A limited amount of work related travel may occasionally be required.

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Print Employee Name                                           Signature