



JOB TITLE: Client Service Coordinator

SCOPE: Full-Time/Exempt

SUPERVISION: Reports to Director of Residential Program

ORGANIZATION SPOTLIGHT:

DOORWAYS, a nationally-known interfaith non-profit, empowers clients to overcome poverty, HIV, and homelessness by providing numerous supportive services that improve Housing, Health and Hope. As a bi-state agency with broad impact, we assist nearly 3,500 clients annually. On the heels of opening our innovative 3-acre \$40M Jefferson Ave. Campus, we are poised to expand our programming to improve service provision, while taking the organization to new heights.

WHAT WE'RE LOOKING FOR:

We are looking for a full-time Client Service Coordinator to help people with HIV/AIDS by providing referrals of community resources and support services for families, mediating conflicts between clients, and coordinating community building activities.

WHAT YOU RECEIVE:

The opportunity to work in a diverse environment with staff that exudes endless compassion. DOORWAYS is a fast-paced and jovial workplace that strives to eliminate obstacles for our clients. Benefits include highly competitive salary, health insurance, retirement savings and matching, mileage reimbursement, paid time off, and more!

MAJOR DUTIES AND RESPONSIBILITIES

- Meet with new arrivals and tenants within 30 days to explain Client Service Coordinator role, complete assessment and assistance services available.
- Provide referrals and coordinate resources in community to help residential program clients maintain housing stability, achieve increased independence, self-determination and quality of life.
- Participate in one-on-one meetings with tenants referred for services to develop plans of action for issues that could result in termination of housing assistance while maintaining detailed case notes of client interactions.
- Develop good working relationships with case managers in the Ryan White case management system and community resources.
- Work with tenants to resolve conflicts in order to create a safe, peaceful place to live.
- Create opportunities for residents and families to participate in seminars, support groups, and community building activities to assist residential program clients maintain housing



stability, achieve increased independence, self-determination and improved quality of life. Provide consistent monitoring for all outside seminars and support groups.

- Maintain the highest degree of client and organizational confidentiality.
- Accountable for reaching program goals, tracking progress, creating and completing pre/post-test.
- Must possess an ability to work with several software systems.

WORKING CONDITIONS

- Must be able to travel intermittently throughout the workday.
- Must be able to relate to and work with individuals who are ill, disabled, elderly, emotionally upset, living with HIV, and at times hostile.
- May be required to lift equipment and supplies.

QUALIFICATIONS

- Degree in social work or human services with extensive work experience is preferred.
- A Master's degree in Social Work is highly desired.
- Experience working with HIV/AIDS, low income, homeless, substance abuse and mental health populations highly desirable.
- Exceptional stress management, conflict management and multitasking skills.
- Excellent knowledge of St. Louis community resources.
- Dependable transportation, cell phone, flexible hours including occasional evenings and weekend hours.
- Proficiency in Microsoft Office strongly preferred.

SPECIFIC REQUIREMENTS

- Must be able to read, write and speak the English language.
- Must be able to follow written and oral instructions.
- Must be able to multi-task in a fast paced, high-energy work environment.
- Must be able to work well as a team member and also be a self-starter who is able to work independently.
- Must have a positive attitude on a daily basis and work well with diverse populations.
- Ability to maintain strict confidentiality and build professional relationships with clients.

PHYSICAL REQUIREMENTS

The Client Services Coordinator will do a large part of his/her work sitting and/or at a computer and must be able to spend extended periods of time typing and reading at a computer, as well as working face-to-face with clients.

This job description in no way states or implies that these are the only duties the Client Services Coordinator will be required to perform. The omission of specific statements of duties does not



exclude them from the position if the work is similar, related, or is a logical assignment to the position.

DOORWAYS provides equal employment and social service opportunity to all regardless of race, color, sex, national origin, ability, gender, gender identity, gender expression or sexual orientation.

ACKNOWLEDGMENT

I have read the above job description and fully understand the requirements set forth therein. I hereby accept the position of Client Services Coordinator and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

This job description is illustrative only and is not meant to encompass all possible duties that an employee may be called upon to perform or all conditions that an employee may encounter during the course and scope of the employee's employment.

I further understand that my employment is at-will and thereby understand that my employment can be terminated at-will by the facility or myself and such termination can be made without notice.

Date

Signature

DOORWAYS provides equal employment and social service opportunities to all regardless of race, color, sex, national origin, ability, military service eligibility, veteran status, marital status, disability, gender, gender identity, gender expression, sexual orientation or any other category protected by law. We strongly encourage and seek applications from women, people of color, members of the LGBTQIA+ community, as well as individuals with prior contact with the criminal justice system. DOORWAYS complies with federal and state disability laws and makes reasonable accommodations for applicants and employees with disabilities.