



COMMUNITY ACTION PARTNERSHIP  
Dickinson, North Dakota

Position Description

Department: Region VIII – Client Services Status: Exempt  
Position Title: Client Services Director Grade Level: G  
Immediate Supervisor: Executive Director

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

All position descriptions are subject to change as business requirements dictate.

**A. GENERAL SUMMARY OF RESPONSIBILITIES:**

Administers, plans, directs and evaluates the activities and functions of the Client Services Department; establishes department priorities and long-range plans; serves as a liaison between the Executive Director and agency departments; responsible for overall supervision of subordinate personnel; develops and oversees departmental budget.

**B. SPECIFIC JOB RESPONSIBILITIES:**

This position creates a vision and identity to promote new and on-going initiatives in their area. The job responsibilities listed do not include all the specific tasks which the employee may be expected to perform.

1. Demonstrated support for the agencies mission, goals and values.
2. Participates in strategic planning of the agency and programs and direction of the programs.
3. Assists the Executive Director in developing and administering the program budget and maintains budgetary controls; writes grant proposals and seeks alternative sources of funding.
4. Assists in the development and support of Personnel Policies, Procedures and job descriptions.
5. Identifies professional and organizational issues and trends suggesting action, facilitating change and participates in restructuring of programs and services.
6. Maintains staff, client and agency wide confidentiality at all times.
7. In conjunction with Executive Director, confers with community leaders or groups to discuss department’s activities and programs; represents the department before the public and maintains good public relations.
8. Compiles, analyzes and prepares statistical and narrative reports and formulates recommendations for Client Services department activities and programming.
9. Attends meetings, workshops, and training sessions as approved by the Executive Director.
10. Participates on program related committees as approved by the Executive Director.
11. Is required to travel by ground or air to meetings, conferences, trainings, etc.
12. Monitors all volunteers and clients within the department.
13. Provides and oversees the general training, as well as safety training within the program.
14. Manages the program inventory, as well as, securing necessary equipment and supplies.
15. Continues professional growth through educational and training experiences in their field.
16. Responsible for the completion of the agency annual report.
17. Assists with the regional needs assessment per Community Services Block Grant (CSBG) requirements.
18. Manages the client management tracking software program and ensures data integrity for agency reporting.
19. Ensures the implementation of Results-Oriented Management and Accountability (ROMA) standards in the development of agency and programmatic goals and objectives.

20. Manages the Client Services department, including but not limited to client supportive services and financial assistance, Representative Payee and Prairie Rose Center per funding guidelines; compiles and provides reporting as needed or required by the Executive Director.
21. Maintains extensive knowledge of proposed and new federal/state legislation, statutes, administrative rules and workforce initiatives pertinent to the Client Services department.
22. Maintains a high level of organizational protocol within the program.
23. Compiles and submits funder reports for Commodity Supplemental Foods Program (CSFP), United Way, CSBG and other funding sources as needed or required.
24. Ensures data collection integrity for agency mandated annual reporting for the Community Services Block Grant.
25. Assures areas supervised are adequately staffed.

**C. SUPERVISORY RESPONSIBILITIES:**

**Received**

1. Receives direct and indirect supervision from the Executive Director who provides guidance on policies and procedures, and establishes performance goals and objectives.

**Exercised**

2. Manages Human Resource activities to include: interviewing, recommendations for hiring, work improvement plans, disciplinary actions and recommendations for termination.
3. Supervise staff performance and progress within the department and completes performance evaluations in a timely manner.
4. Assigns work to program employees within program, sets employee work schedules within agency guidelines and provides guidance in the application of agency policies and procedures.

**D. POSITION QUALIFICATIONS (KNOWLEDGE, SKILLS, ABILITIES):**

**Required**

1. BS/BA Degree in Public Relations, Business Administration or a related field.
2. Minimum of three years full-time experience in two of the three areas: personnel, operational and/or financial management.
3. Past supervisory and grant management experience.
4. Experience working with people from various socio-economic and educational backgrounds.
5. Must possess a valid driver's license and insurable driving record.
6. Demonstrated ability to establish a positive rapport with staff, clients, other agencies, businesses and the community.
7. Experience in planning, and presenting workshops, group informational presentations and media packets/recordings.
8. Demonstrated ability to effectively communicate both in written and oral forms.
9. Proficient with computers and software to include Windows, Internet, Microsoft Office software and other office equipment.
10. Certified as a Family Development Specialist or will obtain Certification within 2 years from date of hire.
11. Working knowledge of the client-tracking program within 2 months of hire and proficiency within 6 months.

**E. PHYSICAL DEMANDS:**

**Constantly:**

Vision correctable to near 20/20.

**Frequently:**

Sitting, walking, stooping, crouching, kneeling, reaching horizontally and vertically, standing, bending, balancing, use of arms, legs, hands and feet and fine motor skills, color discrimination, peripheral and depth perception, talking and hearing, running, climbing stairs

and ladders, crawling, twisting and turning trunk, rapid mental-muscular coordination, reaching down and overhead, pushing and pulling, lifts and carries up to 25 pounds.

**F. WORK ENVIRONMENT:**

Frequently

Works in a variety of working conditions including indoor in controlled and uncontrolled environments. High stress situations.