



COMMUNITY ACTION PARTNERSHIP
Dickinson, North Dakota

Position Description

Department: Region I – Client Services Status: Exempt
Position Title: Client Services Director Grade Level: H
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 Program; establishes program priorities and long-range plans; serves as a liaison between the Executive Director and agency programs; 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. Oversees and assists with all Region I programs.
8. In conjunction with Executive Director, confers with community leaders or groups to promote department’s activities and programs; represents the department before the public and maintains good public relations.
9. Prepares various statistical and narrative reports and formulates recommendations on program’s activities.
10. Attends meetings, workshops, and training sessions as approved by the Executive Director.
11. Participates on program related committees as approved by the Executive Director.
12. Is required to travel by ground or air to meetings, conferences, trainings, etc.
13. Monitors all volunteers and clients within the department.
14. Provides and oversees the general training, as well as safety training within the program.
15. Manages the program inventory, as well as, securing necessary equipment and supplies.
16. Continues professional growth through educational and training experiences in their field.
17. Pick up and deliver items for the agency using company or personal vehicles.
18. Attends agency Governing Board meetings to report on the Region I activities.
19. Assists the Region VIII Client Services Director in the completion of the agency annual report.
20. Assists with the regional Needs Assessment per CSBG requirements.
21. Oversees the client tracking software program within Region I.
22. Manages the Region I office to include facility maintenance, vehicle maintenance, computers and technology and various program activities.

23. Defines the concepts, methods and administrative procedures for planning, coordinating, evaluating and conducting the functions of the Client Services program in accordance with applicable regulations, statutes and agency policies and procedures.
24. Develops programmatic goals and objectives and ensures they are met.
25. Maintains considerable knowledge of new legislation, statutes, administrative rules and workforce initiatives as related to client services and housing/apartment management.
26. Maintains a high level of organizational protocol within the program.
27. Conducts housing/apartment inspections as required by funding source for Region I.
28. Manages Client Services and SSVF activities per regulations and guidelines and provides necessary reports to the Executive Director.
29. Responsible for the Region I Volunteer Income Tax Program (VITA).
30. Maintains Helping Hand program and submits cash requests to NDHFA.

APARTMENT MANAGEMENT

1. Manages Region I apartments according to HUD, HOME and agency guidelines to include: leasing units per tenant selection criteria, maintains property and equipment, advertising, addressing tenant concerns, obtaining certifications and assisting with budget process.
2. Conducts housing/apartment inspections as required by funding source for Region I.
3. Oversees the HUD computerized Onesite software.
4. Activate HUD's Secured site user information within 2-months of hire.
5. Responsible for reporting requirements to HUD, HOME, NDHFA and auditors.
6. Attend trainings to include: Fair Housing, HOME and HUD regulations and general apartment trainings.

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 and other office equipment.
10. Working knowledge of the client-tracking program within 2 months of hire and proficiency within 6 months.

11. Working knowledge of the OneSite software 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.