



Feeding South Florida - Client Services Coordinator

POSITION TITLE: Client Services Coordinator

DEPARTMENT: Client Services

REPORTS TO: Director of Client Services

CLASSIFICATION: Exempt, Full-time

NOTE: This position is a Tuesday-Saturday position.

POSITION SUMMARY

The Client Services Coordinator (CSC) is responsible for the implementation of life skills programming that helps move Feeding South Florida (FSF) clients from dependency to self-sufficiency. This position is responsible for community outreach, assistance with benefits enrollment, client choice pantry oversight, and general support for life skills center programs that address the overall health and well-being of at-risk populations.

JOB FUNCTIONS

- Provide case management services including client intake/pre-screening for benefits applications at FSF or community partner sites. Benefit programs include SNAP, TCA, Florida KidCare, Medicaid, referrals to WIC, as well as screens for free/reduced school meal programs.
- Conducts community outreach and forges relationships with community partners, volunteers, and FSF Partner Agencies (PAs) to increase client enrollment for benefits and services.
- Assist clients (either in person or via phone) with applications, recertification, phone calls, faxing, copy services, for all programs, as needed by the client.
- Oversee the client choice pantry, providing food assistance as necessary, maintaining inventory, signage, and necessary documentation.
- Educate clients about life skills programs and the follow-up and commitment necessary to achieve meaningful results.
- Ensure necessary grant and demographic information is obtained and tracked from participating clients and PAs, then compiled in a timely and accurate manner for weekly, monthly, quarterly, and annual reports.
- Follows through with strategies to educate the community about benefits program myths, the importance of participation, and reducing barriers to access.
- Works with other agencies and groups to achieve greater impact, avoid duplication and enhance the effectiveness of client services throughout FSF's quad-county service area.
- Maintains positive relationships with clients, community partners, government agencies, and volunteers.

- Represents FSF at community events and meetings, including occasional support of Mobile Pantries to assist with distributing food and applications.
- Assist management as necessary.

QUALIFICATIONS

- Bachelor's Degree
- Minimum two years of hands-on, client services and casework experience, working with at-risk populations.
- Sensitivity to diverse populations with sound judgment and the ability to serve people in a compassionate, patient, friendly, and courteous manner, showing sincere interest in people's concerns.
- Strong moral compass with ability to exercise discretion, including a demonstrated impartiality to certain organizations, agencies, groups, or individuals.
- Experience with, and mastery knowledge of, all state and federal benefits assistance programs such as SNAP, TCA, Long Term Care, and Medicaid.
- Ability to work under pressure in a fast-paced environment while multiple deadlines and managing responsibilities, while simultaneously maintaining composure and ensuring excellent customer service.
- Strong leadership skills with ability to take initiative.
- Strong communications skills, both written and verbal, with comfort and ability to speak publicly and teach others.
- Strong computer skills with proficiency in Microsoft Office.
- Strong grammar, spelling, and math skills.
- Positive attitude, flexibility, and good sense of humor.
- Must have access to reliable transportation.
- Must be bilingual (English/Spanish).

PHYSICAL DEMANDS & WORKING CONDITIONS:

- Based on OSHA Standards Lifting requirements are 50lbs and when lifting loads heavier than 50lbs, use two or more people to lift the load.
- This position works in a typical office setting. There may be extended periods of sitting, standing and/or bending; listening, talking and/or visual concentration; writing and/or computer use.
- After business hours work and weekend work is required occasionally throughout the year.
- Frequent travel between quad-county areas using personal vehicle is required.
- Occasional same day, out of town travel for meeting, conferences and special events using personal vehicle and/or public transportation is required.
- Occasional overnight, out of town travel for meetings and conferences using public transportation is required.
- Involves activities in both office and warehouse environments with exposure to the climate and South Florida weather.
- The noise level in the work environment is usually moderate to loud.

Qualified candidates should submit their resume and salary requirements to careers@feedingsouthflorida.org. No phone calls please.

About Strategic Philanthropy:

Strategic Philanthropy, Inc. a south Florida based company, was founded on the belief that effective corporate giving can be so much more than simply writing a check to charities and nonprofits who ask for your help or involvement. It is our belief that when a company aligns its charitable giving with a strategic approach and measurable outcomes, the power of giving enhances a company's brand, image and strengthens the relationships and partnerships within the community.

In short, Strategic Philanthropy gets hired by companies to give away their money to nonprofits that meet a company's business goals and objectives. As you can imagine, we have many relationships with the nonprofits in our community. We value all of the programs and services they have to offer and work with them to help promote positions that are available within their organization so that they may find the best talent possible.

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