



## **Client Services Coordinator**

**March 2019**

Interfaith Outreach is looking for highly qualified candidates for a full time **Client Services Coordinator** position. This position works within our Case Management team, welcoming clients into the agency and responding to immediate client needs.

The Interfaith Outreach work environment is client centered, values driven, team oriented, fast paced, diverse, and focused on learning and professional development. We have a strong internal culture of collaboration and team support, as well as a deep commitment across staff to mission.

### **Core Areas of Responsibility Include:**

- Conduct new client intakes
- Respond to the needs of walk-in clients
- Process requests for emergency financial assistance
- Conduct annual check-ins with clients
- Support ongoing program strengthening efforts
- Contribute to the management of seasonal programs

**Schedule Requirements:** This is a 40 hour/week position that includes at least one evening per week.

### **Required Qualifications Include:**

- 2 years of case management and/or human services experience
- 2 years of experience supporting the work of volunteers
- Associate degree in human services or related field of study
- Exceptional computer skills
- Strong interpersonal, verbal and written communication skills
- Ability to creatively problem solve and complete complex tasks
- Excellent organization and time management skills
- Ability to maintain professional boundaries
- Ability to excel in a team environment
- Ability to work effectively in a diverse setting
- Flexibility

### **Preferred Qualifications:**

- BSW or BA/BS in a related field of study
- Bilingual in English and Somali, Spanish or Russian

**Ideal Candidates Possess the Following Characteristics and Traits:**

- A deep commitment and passion to Interfaith Outreach's mission and work
- Demonstrated cultural competence with a focus on equity and inclusion
- Strong advocate for people living in poverty and social justice work
- Creative with the ability to think out of the box
- Approachable and a good listener

Interfaith Outreach & Community Partners' mission is to engage the heart and will of the community to respond to emergency needs and create opportunities for all to thrive. Interfaith Outreach is a human service nonprofit that ignites the power of community to provide urgent and strengthening services in eight Twin Cities western suburbs so families can live their best lives, children can succeed, and the entire region can prosper and shine. Serving the west Hennepin communities of Hamel, Long Lake, Medicine Lake, Medina, Minnetonka Beach, Orono, Plymouth and Wayzata since 1979. For more information, visit [iocp.org](http://iocp.org).

We offer competitive salary and a comprehensive benefits package.

**Interested candidates should send resume and cover letter to [humanresources@iocp.org](mailto:humanresources@iocp.org) and include the words "Client Services Coordinator" in the email subject line. Applications are considered as they arrive. Position open until filled.**

Interfaith Outreach values a diverse work environment.

People of color and people from other underrepresented communities are strongly encouraged to apply.  
Interfaith Outreach is an Equal Opportunity Employer.