



Job Posting - Manager of Client Services

GENERAL JOB SUMMARY:

West Valley Community Services is a nonprofit organization that has been providing safety net services to low income and homeless individuals and families in the west valley region of Santa Clara County for more than 48 years. The mission of West Valley Community Services is to unite the community to fight hunger and homeless. Our work is guided by the vision of a community where every person has food on the table and every person has a roof over their head.

West Valley Community Services is currently hiring a Manager of Client Services to support and ensures program quality, contract obligations, and service delivery for the client services department. The Manager of Client Services also oversees all programs, grants, and other funding resources for WVCS to ensure compliance with contract obligations. The Manager also represents the organization in the community.

Duties and Responsibilities:

Program Management (40%)

- Ensure quality, effectiveness, and compliance of all Client Services (CS) programs, giving detailed attention to program strategy, project delegation, and program implementation.
- Oversee agency compliance/use of HMIS (Homeless Management Information System) and other WVCS Client Services databases.
- Oversee program development through the development and implementation of CS department policies and procedures.

Staff Management (30%)

- Directly supervise and support all CS Assistant Program Managers and provide necessary oversight.
- Participate in the hiring, supervision, evaluation, and termination of all CS department personnel.
- Participate in regular department and program meetings.
- Supervise volunteers or interns, as needed, for hands-on projects and administrative support.

Administration (20%)

- Ensure the development and maintenance of policy and procedure manuals for all programs.
- Ensure maintenance of data quality of client databases and conduct internal file and chart audits for each program
- Oversee all weekly, monthly, quarterly, and annual data collection and funding reconciliation as needed..

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- Coordinate grant reporting and invoicing with the accounting department and track all financial/funding transactions and program expenses.
- Compile and maintain necessary statistical data and prepare written reports.
- Maintain monthly program statistics and provide reports to the Client Services Director.
- Assist in coordinating, completing, and submitting grants and proposals.
- Attend weekly management meetings.

Other Responsibilities:

- Assist the Director of Client Services in representing WVCS in the community by attending various City Council and Commission meetings and community events and maintaining contacts with supporters, local businesses, and service organizations.
- Maintain awareness of housing issues, including changes in Local, State, and Federal policies and regulations. Participate and assist with agency projects, fundraisers, and events.

Qualifications:

- A minimum of five years of experience in staff management is required.
- A minimum of seven years of experience in a non-profit organization or government agency is preferred.
- Excellent interpersonal and communication skills.
- Ability to work with people from diverse backgrounds and/or with language barriers.
- Committed to promoting West Valley Community Services' mission and values.
- Basic Computer Skills (Examples: Google Workspace, Microsoft Word, Excel).
- Valid California driver's license/ID, insured automobile, and clean driving record.

Benefits:

- Medical, dental, and vision coverage
- Vacation, paid holidays, and personal days
- 403(b) Retirement Plan with match
- Professional development opportunities

Salary:

- \$65,000-\$85,000/year

Job Type:

- Exempt, Full-time

Schedule:

- 8 hour shift
- Day shift
- Monday-Friday, occasional evenings and weekends



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At West Valley Community Services, diversity is one of our core values. We engage with a diverse community of clients, staff, volunteers, and donors, and believe diversity makes us stronger. We encourage people from all backgrounds and all identities to apply.

West Valley Community Services is an Equal Opportunity Employer encouraging diversity in the workplace. All qualified applicants will receive consideration for employment without regard to race, national origin, gender identity/expression, age, religion, disability, sexual orientation, genetics, veteran status, marital status or any other characteristic protected by law.