



Opportunity: Bilingual Client Services Lead Coordinator

FLSA: Non-Exempt

Full time: 40 hours/week

Hourly range: \$24.00-\$28.00

Benefits: Medical, dental, vision and life insurance, paid time off (PTO), paid sick leave, and paid holidays

Employer contributes up to \$450 per month toward the cost of employee medical, dental, and vision insurance plans.

Supervisor: Director of Client Services

Position Description: The Bilingual Client Services Lead Coordinator will conduct all the general responsibilities of the Client Services Coordinator described below, with special attention to the Primary Responsibilities listed for the Client Services Lead Coordinator.

This position is responsible for the general oversight of client enrollments and data quality. They will be the primary point of contact for the Client Services Coordinators when processing referrals, verifying benefits, completing authorizations and completing enrollments for clients referred to Mama's Kitchen.

The ideal candidate will be passionate about the mission of Mama's Kitchen; possess a collaborative spirit and enjoy an openwork setting; and incorporate the highest levels of ethics and professionalism.

Bilingual Client Services Lead Coordinator Primary Responsibilities:

1. Performs regular Quality Assurance reviews for program performance and data entry and communicates results with Director of Client Services and Chief Programs Officer
2. Review data kept in software to ensure accuracy.
3. Prepare and submit reports as needed
4. Provides training and support for Client Services Coordinators
5. Monitor and recommend policy and procedure changes to ensure compliance with contract requirements.

Client Services Coordinator General Responsibilities:

1. Provide day-to-day support to clients
2. Screen client eligibility for services
3. Conduct intake assessments and surveys
4. Document clients and dependents information into related databases
5. Review data kept in software to ensure accuracy

6. Process documents submitted by applicants
7. Maintain client documentation and of all encounters according to organization standards
8. Track client information, files and forms in a confidential manner
9. Initiate outreach and missed deliveries procedures, as needed
10. Maintain relationships with case managers and health care provider referral sources to ensure client documentation is current, educate them on services of Mama's Kitchen, and accept new referrals
11. Employing good communication skills and diplomacy in interfacing with staff, board members, volunteers, and donors
12. Honoring agency policies and procedures

Other Duties: As assigned by Director of Client Services or Chief Programs Officer

Required Skills:

1. Bi-lingual (English/Spanish)
2. 2 years of experience in social services or other related field
3. Ability to learn new software applications required
4. Strong understanding of cultural competency with the target population
5. Good communication and interpersonal skills and ability to speak concisely to clients, and referral partners
6. Ability to achieve thoroughness and accuracy when tackling tasks
7. Organized with confidential client material
8. Must be dependable and self-motivated
9. Ability to work in multi-person multi-activity space
10. Be able to lift 25 pounds

Background Check: All employees are required to go through a yearly background check.

Vision Statement:

We envision a community where all individuals with critical illnesses are no longer vulnerable to hunger.

Mission Statement:

Mama's Kitchen believes that everyone is entitled to the basic necessity of life – nutritious food. Our services improve the health and well-being of individuals and families vulnerable to malnutrition due to critical illness.

Mama's Kitchen Core Values

Dignity and Respect: Focus on the individual is at the heart of everything we do at Mama's Kitchen. Mama's Kitchen fosters a community where mutual respect and dignity are preserved by promoting humanity, compassion and empathy towards our clients, donors, volunteers and staff.

Reliability: Mama's Kitchen is resourceful, efficient, and flexible. Our clients tell us that reliability is what sets Mama's apart from other organizations.

Integrity: Guided by honesty, loyalty and a commitment to confidentiality, Mama's Kitchen is responsive to the needs of all our clients, volunteers, donors and staff. We pride ourselves in doing what we say we are going to do.

Diversity: Mama's Kitchen is an all-inclusive family. We foster a welcoming environment and embrace all members of the community without judgment.

Team Work: Mutual effort and unity are the ingredients that allow our mission to succeed.

Equal Opportunity

Mama's Kitchen has a long-standing commitment to equal employment opportunity for all applicants for employment. Employment decisions including, but not limited to, those such as employee selection, performance evaluation, administration of benefits, working conditions, employee programs, transfers, position changes, training, disciplinary action, compensation, and separations are made without regard to race, color, religion (including religious dress and grooming), creed, national origin, nationality, citizenship status, domestic partnership status, ancestry, gender, affectional or sexual orientation, gender identity or expression, marital status, civil union status, family status, age, mental or physical disability (including AIDS or HIV-related status), atypical heredity cellular or blood trait of an individual, genetic information or refusal to submit to a genetic test or make available the results of a genetic test, military status, veteran status, or any other characteristic protected by applicable federal, state, or local laws.

Submit your application through the website below:

<https://mamaskitchen.org/jobs/>