Job Title: Bi-Lingual Client Services Coordinator

FLSA: 40 Hours per week, Non-Exempt, Hourly

Hourly range: $18.00 to $21.00 per hour

Supervisor: Director of Client Services

Submit your application through the website below:

https://mamaskitchen.org/jobs/

Position Description: The Bilingual Client Services Coordinator will conduct the applicant initial assessment; registers clients referred to Mama's Kitchen and provide support to them in accordance with all funding requirements and Mama's Kitchen policies and procedures for all services.

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.

Primary Responsibilities:

1. Provide day-to-day support to clients
2. Screen client eligibility for services
3. Conduct intake assessment and surveys
4. Document clients and dependents information into HCC (as needed) and in the Client Relationship Management software
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

Required Skills:

1. Bi-lingual (English/Spanish)
2. 2 years of experience in social services.
3. Computer literacy

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4. Ability to learn new software applications
5. Strong understanding of cultural competency with the target population
6. Good communication and interpersonal skills and ability to speak concisely to clients, and referral partners,
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 background check. The final consideration for employment depends on clearing of a background check.

Vision Statement:

At Mama's Kitchen, we envision a community where all individuals with critical illnesses are no longer vulnerable to malnutrition.

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.