



Poverello House

Village of Hope II Client Services Specialist

Position Summary:

To build and nurture strong personal relationships with clients. Perform administrative duties as required. Act as a liaison between Case Managers and the clients, in addition to assisting with client questions and appointments. Client Services Specialist are responsible to perform housekeeping and keep the grounds clean and safe for clients and staff.

Essential duties and responsibilities:

- Address general and emergency client needs
- Perform general grounds keeping and room checks
- Work with clients to ensure a safe, secure and healthy living environment
- Daily end of shift and incident reports
- Prepare and maintain client record keeping
- Complete work orders and follow-up with maintenance department
- Attend and actively participate in-service trainings and staff meetings as scheduled
- Adhere to Poverello House policies and procedures
- Complete daily tasks such as cleaning, room and meal prep
- Safeguard client's security and confidentiality
- Manage and update daily sign in sheets/stats with complete and accurate information
- Meal services

Qualifications:

- Must have the ability to be insured for driving purposes
- GED or High School diploma is required
- Adept in MS Office (Excel, Word, and Outlook)
- Skilled at working with diverse populations and engaging clients
- Ability to communicate professionally and with integrity
- Ability to manage and prioritize multiple tasks under pressure
- Ability to work independently or as a member of a team

**If interested in the position, please send a resume to PovHR@poverellohouse.org
No Phone Calls Please**