

Job Description

Position:	Client Services Manager - Denver
Classification:	Exempt
Location:	Denver (frequent travel within Transitional Grant Area (TGA) required)
Reports to:	Director of Client Services
Starting Salary:	\$52,221 (<i>3 years of experience or less</i>) \$56,399 (<i>3+ years of experience</i>)

Position Summary: The Client Services Manager coordinates the agency's case management, referral and financial assistance services for clients living with HIV/AIDS in the Denver TGA and consists of six counties - Adams, Arapahoe, Broomfield, Denver, Douglas, and Jefferson. The Manager is responsible for maintaining the principles and standards for Ryan White Parts A & B funds set forth by the Human Resources and Services Administration, the Denver Office of HIV Resources, the Department of Public Health and Environment, and the Colorado Health Network. The Manager provides supervision to Medical Case Managers, Critical Event Case Managers, Single Payer staff, Food Bank Coordinators, Front Desk Staff, and support staff daily. The manager is also responsible for maintaining and building relationships with community partners and funders associated with HIV treatment and care.

Essential Job Functions:

- Works with the Director of Client Services and Co-Manager to provide all aspects of program development and administration including;
 - Program visioning, planning and evaluation;
 - Problem/issue identification, analysis, research and resolution following Quality Improvement guidelines;
 - Budget development and monitoring;
 - Programmatic reporting and record keeping
- Provide supervision, training, and support for all program employees
- Maintain and nurture relationships with key funders, policymakers, supporters, and community influencers related to client services
- Provide guidance for and work closely with the Client Advisory Board
- Develops an annual program Quality Improvement plan in conjunction with the Client Advisory Board, Director of Client Services and the Director of Research/Evaluation
- Prepares timely monthly progress reports for program contracts and grants
- Participate in management meetings both locally and with other department managers from across the state
- Oversee special projects in the department
- Supports all staff in their roles including ongoing supervision with program staff
- Ensure consistent and documented communication with staff
- Address client concerns, complaints, and grievances appropriately
- Ensure programmatic compliance with HIPAA and all related confidentiality/privacy legal requirements
- Ensure programmatic and staff compliance with CHN policy and procedures
- Completes supervision no less than once/month with each employee supervised
- Stay up-to-date with Ryan White Standards of Care, legislation, and regulations pertaining to HIV case management
- Stay up-to-date with HIV/AIDS disease and treatment issues

Qualifications:

Minimum of 3-5 years previous work experience required. Previous management experience with employee supervision preferred. Previous work experience with those living with HIV preferred. Must be able to work in a diverse setting with diverse populations, including people representative of all gender identities, races, and ethnicities, members of the LGBTQ+ community, people who are insecurely housed or homeless, people who use illicit drugs, and people who participate in commercial and/or survival sex work. Comfortable with community outreach and coordination with external stakeholders; a positive attitude and an outgoing personality are a must!

Education:

Bachelor's Degree in Social Work, Human Services, Psychology, Sociology, Public Health, or a related field required. A Master's degree is preferred.

Software Utilized:

Experience working with basic office and database computer programs, including familiarity with Microsoft Outlook, Word, Excel, Access, SharePoint and social media outlets required.

Knowledge, Skill and Ability:

Previous experience in the development of evidence based trainings and facilitation is highly preferred, as well as, excellent communication, client relations and management skills. The appropriate person will be highly organized and detail oriented. This position requires personal and professional accountability; self-management and initiative; dedication to quality improvement; professional integrity; research ethics, and cultural competency. Must demonstrate accuracy, efficiency and excellent organizational skills. Must demonstrate effectiveness in the following areas: task management; teamwork; time management; and communication with teams, managers, clients, and company consultants.

Material and Equipment Directly Used:

Works with standard office equipment including computer work station, printers, copiers, scanners and fax machine. Works with word processing software, spreadsheet applications, and presentation software. Communicates with clients and vendors using the telephone, e-mail, the Internet, and fax. Valid Colorado Driver's License/auto insurance and reliable transportation required.

Physical Demands and Work Conditions:

Works in an office environment. Will travel to offsite locations. Regular weekly and monthly reimbursable travel required. Requires ability to lift up to 50 pounds of materials. Requires clear speaking ability and the ability to use a telephone for extended periods. Requires ability to view a computer screen (near acuity). Requires fingering agility for keyboarding and using a telephone and other office equipment.

We highly recommend people of all educational background and life experiences apply. We believe that people with lived experience are among the most qualified to provide harm reduction and sexual health services. We believe that the people we serve must be centered in the work we do. Hence, we strongly encourage applications from people who hold these identities or who are members of other marginalized communities.

General Benefits Description:

We offer full-time employees a comprehensive benefits plan that includes: Health Insurance, Dental Insurance, Vision Plan, 403(b), Legal Shield, FSA, Life Insurance, EAP, Long-Term and Short-Term Disability.

How to Apply

Please email a cover letter and resume (subject line must be "Client Services Manager") to the Human Resources Department at HR@coloradohealthnetwork.org

All offers of employment are subject to the completion of a criminal background check.

Colorado Health Network is an Equal Opportunity Employer (EOE).

Application Deadline: 6/18/2021