



## Human Resources

Oakland Livingston Human Service Agency

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## Client Service Coordinator

**Division:** Community and Energy Services

**Department:** Welcome Center Services

**Supervisor:** Associate Director for Welcome Center Services

### Qualifications:

1. Associate Degree or two (2) years of experience in the human service field.
2. One (1) year case management experience preferred.
3. Two (2) years experience working with computer applications and customer tracking data systems preferred.
4. Bilingual in English and Spanish preferred.
5. Valid Michigan Driver's license.
6. Must have reliable transportation.

### Job Mission:

To provide each OLHSA client with an explanation of all services provided by the agency as well as assess their eligibility for all services, complete applications and interviews if applicable, that meet their immediate needs and help them achieve self-sufficiency. To provide reception, telephone and general support services.

### Performance Standards:

1. Provide applicable case management, one-on-one client support, internal/external referrals and resources and/or intake assistance to eligible clients seeking services.
2. Participate in outreach events promoting OLHSA programs and services and gathering external information, including traveling to different service locations.
3. Respond to initial face-to-face, email and telephone contacts in the Welcome Center, including main reception duties.
4. Conduct assessments of all OLHSA clients to determine their eligibility for all programs and make linkages while meeting quality standards and using formal tracking and evaluation systems.
5. Enter and update all clients into the agency-wide database, meeting all requirements.
6. Provide leadership and inspiration across divisions in understanding, training and upgrading the OLHSA Welcome Center's seamless service delivery model.
7. Carry out all other duties as assigned by supervisor.

### Hours & Wage

\$14.86 per hour

40 hours per week, 52 weeks per year

### (2) Full-time Positions

Location: Pontiac