



**JOB TITLE:** Client Services Coordinator/Mornings at St. Francis Seraph Ministries (SFSM)

**REPORTS TO:** Executive Director

**POSITION PURPOSE:** The Client Services Coordinator acts as a resource navigator, knowing where and how to access local social services for our clients, the homeless and those in need. The Client Services Coordinator is responsible for getting to know clients on a personal level and encouraging them to get connected to community services and support. The Client Services Coordinator also manages the lobby area of SFSM during breakfast hours, interacting with clients, volunteers, and staff.

**JOB RESPONSIBILITIES:**

- Develop, maintain, and promote the wide range of local resources and services available for our clients' needs.
- Establish and maintain a complete resource directory of the various agencies, organizations, and services which serve the poor in the Tri-state area.
- Visit and tour various local agencies to learn more about the programs and services available for clients.
- Network with other local professionals within various agencies and organizations and utilize this network to help clients access assistance.
- Schedule and work breakfast Monday-Friday, 6:30 to 9:00 am, in the lobby. Greet, meet, and get connected to clients every day.
- Breakfast shift lobby responsibilities include: Meet and greet every client using VESTA; provide meal tokens; schedule meetings with clients to review available services; monitor the lobby restroom; provide information/support to the security guard; assist other staff and volunteers, as needed, during breakfast service; and pass out bag lunches.
- Meet with clients on Monday-Friday, 9:00 to Noon, to develop client service plans.
- Assist with management/support tasks for other SFSM programs.
- Use social media and other technologies when appropriate to meet client needs.
- Survey clients and provide data for analysis, to improve the resources and services offered.
- Attend staff meetings and trainings.

**Other Responsibilities:**

- Complete all necessary paperwork in a timely manner including logging volunteer hours, turning in receipts, completing time sheets, etc.
- Provide program components for grant applications and administer grant funding appropriately.
- Must be able to occasionally work some flexible hours in other program areas.
- Must be available for a flexible work schedule when special events are underway, to provide supervision of the lobby area.
- Must have reliable transportation and a valid driver's license.
- Must be able to travel to some meetings and/or trainings.

**EDUCATION/EXPERIENCE:** Five to seven years previous management experience in a similar job. Bachelor's degree preferred, but not required.

**These job responsibilities represent the essential and most significant duties of this position. This job description does not exclude other possible work assignments, directives, or responsibilities not mentioned herein.**

**Applicants:** Please send cover letter and resume to **Ms. Annise Anderson at [AAnderson@sfsministries.org](mailto:AAnderson@sfsministries.org)**. On the subject line of your email, please type **Client Services Coordinator**. Thank you.

**St. Francis Seraph Ministries  
1615 Republic Street  
Cincinnati, Ohio 45202**