**Assistant Manager of Client Services**

Job Description

**Job Title**: Assistant Manager of Client Services

**Team**: Client Services

**Reports To**: Manager of Client Services

**Supervises**: Full-time Staff & Part-time Staff

**Job Status**: Full-time, exempt; Essential staff (including nights, weekends, and holidays)

**Hours**: Hours varying weekly

**Job Summary**: The Assistant Manager supports the Manager of Client Services in overseeing the daily operations of the Client Services team. This person assists in management and ministering to the team of client support specialists, to ensure they are providing the best quality of care for the clients in the program. The ideal individual for this role loves to coach and develop others, is highly organized and flexible, and has experience working with individuals as it relates to varying social work needs.

The Assistant Manager is a hands on leader who coaches and develops staff, creates and maintains outside partnerships, engages clients, and performs required administrative tasks. The assistant manager is expected to be actively involved in direct care of the clients whenever possible.

**Job Duties and Responsibilities**:

Staff Management

* Model and live out the overall Vision, Mission, and Core Values of the organization
* Works closely with the Manager of Client Services to manage and support the Client Support Specialist team.
* Communicate effectively within the Client Support Specialist team and entire Raleigh Rescue Mission staff.
* Directly manage and minister to full-time team members and part-time team members.
* Lead daily/weekly team huddles, coordinate daily devotions, and regularly check-in with individual team members.
* Train, coach, and motivate members of the Client Support Specialist team.
* Evaluate team member performance and hold team members accountable to providing the best quality care to the adults in the program.
* Provide the staff members with professional development and coaching on best practices.

Program Management

* Support the Manager of Client Services in owning the daily schedule for the clients in the New Life Plan.
* Engage strategic partners, working with them to develop programs that benefit the clients, support the staff, and invite the community to be involved at the Mission.
* Support the Manager of Client Services and the Client Support Specialist team in dealing with client disciplinary issues and emergencies regarding clients or facility safety.
* Welcome volunteers and assist, as needed, to ensure a positive volunteer experience. Provide tours to potential volunteers and communicate the key needs and opportunities where they could encourage the children and support the staff.
* Communicate with clients, educating them on the benefits of our program and setting expectations.
* Some individuals in the New Life Plan may display signs of developmental delays, family trauma, medical concerns, mental health concerns, probation limitations, etc. that require extra assistance and coordination with outside agencies. The assistant manager may need to intervene to ensure these unique concerns are being documented and addressed properly in order to protect the individual, their children, and/or other clients in the program.
* Clients, staff, and volunteers must feel that they can approach management freely with any issues that may come up.
* Ability to step in for any aspect of the New Life Plan at any time, as needed.

Administrative Duties

* Assist in tracking the Client Services team receipts and manage purchasing anything needed such as new equipment or supplies.
* Manage recordkeeping; update and maintain client information records in Mission Tracker, our online data management system. Hold the team accountable for accurate and timely database entry.
* Assist in the management and approval of employee timecards.
* Conscientious about issues such as the proper handling of funds and the privacy rights of clients.

*These duties are not exclusive and with consideration of the job requirements and the employee’s skills, this job description can be added to or taken away from at the discretion of the employee’s immediate supervisor.*

**Job Skills and Requirements**:

*Raleigh Rescue Mission considers every position one of Christian ministry and every person a valued and vital part of our team. Therefore it is essential that all employees of the Mission have a personal relationship with Jesus Christ and subscribe to our Statement of Faith and Core Values.*

* Desire to serve the Lord in ministry and share/cultivate His Love with others
* Excellent communication and teamwork skills
* Ability to make safe and appropriate judgement calls without supervision
* Excellent organizational, administrative, planning, and time management skills
* Minimum 5 years working with individuals with substance abuse, mental health needs, and/or experiencing homelessness
* Minimum 4 years managing and leading a team of individuals
* Ability to lift items of at least 30lbs weight
* Valid NC driver’s license
* CPR/First Aid certified