Project Angel Heart seeks
Client Services Assistant for Research Project (30 hrs)

Organizational Mission: Project Angel Heart improves health and well-being for people with life-threatening illnesses by preparing and delivering medically tailored meals throughout both Metro-Denver and El Paso County and promoting the power of food as medicine

Position Summary: Assists clients and referrers with applications, intakes, and changes of meal service through home-delivered meal time-limited research study; coordinates and troubleshoots with clients and drivers during weekly meal deliveries; oversees reporting and evaluation as needed

Amount of Time and Status: 30 hours per week, non-exempt, Monday-Friday (10:30am-4:30pm). Estimated 10-11 month position

Reports to: Client Services Manager

Essential Responsibilities Include:

- Conducts client intakes, including data entry, responds to referrers, provides initial and continuing phone contact with research study clients
- Prepares and organizes delivery documentation for the kitchen and distribution teams including route sheets, labels, meal counts, etc.
- Assists with maintaining client services database through data entry, tracking changes, updating records, etc.
- Serves as a primary contact for all research study client matters
- Serves as the primary contact for all research study Spanish speaking clients, if applicable
- Assists with maintaining and updating required client report data as mandated by contract
- Oversees the assembly of collateral materials for clients
- Distributes and tracks receipt of required documentation needed for the study, corresponding with clients in case of lack of compliance and suspension of service
- Oversees results of driver feedback and wellness checks, tracking and recording corresponding details
- Responds to and problem solves research study client delivery issues from prior week, communicating issues both written and verbally with team and other departments
- Files and updates client records and paperwork
- Delivers meals to clients on a back-up basis as necessary
- Other duties as assigned

Preferred and Required Qualifications:

- Minimum associates degree from an accredited institution in a human services field or equivalent work experience required
- Undergraduate degree from an accredited institution in human service field or equivalent work experience preferred
- Minimum of two years’ experience in a direct human services environment
• Personal or professional experience working with people living with mental illness and/ or life-threatening illness preferred
• Conversational Spanish speaking skills strongly preferred
• Experience with Microsoft Office Suite, and a CRM database (specifically ClientTrack) preferred
• Ability to create and consistently maintain information organizational systems
• Ability to conceptualize multi-step processes, effectively coordinate with co-workers, and independently see projects through to completion
• Exceptional attention to detail and ability to correct data with confidence
• Excellent verbal and written communication and interpersonal skills
• Ability to produce quality work and meet deadlines while multi-tasking
• Demonstrated compassionate approach with clients that accentuates client-centered service; ability to relay messages from/to clients accurately
• Willingness and ability to maintain client confidentiality
• Willingness and ability to work with diverse populations
• Proven history of working as a team member in a fast-paced environment
• Ability to prioritize projects and client need related to service delivery
• Excellent discretion in judgment and ethics relating to client needs and service
• Valid Colorado driver’s license and reliable transportation preferred

Working Environment/Physical Activities:
Work environment is an office setting. Physical activities include sitting at desk and working on a keyboard and computer several hours a day; conducting business over the telephone and via email; using a fax and copy machine. Also may require moving agency materials up to 45 pounds. This position requires the ability to enunciate clearly and interface professionally with the public

Compensation:
Project Angel Heart offers competitive benefits, including comprehensive health insurance options, long-term disability and life insurance, medical, parental and family leave benefits, generous paid time off, wellness and meal benefits, employee assistance and perks programs. Pay will be commensurate with experience, starting range $17/hr

Application Procedure:
Please submit resume and cover letter via email only to jobs@projectangelheart.org, and indicate Spanish-speaking skills in cover letter. Project Angel Heart values diversity and inclusivity and is thus always looking to diversify our staff with an eye toward race and ethnicity, sexual orientation, gender, and age, among other areas. Qualified candidates who bring such diversity are encouraged to apply. Please, no phone calls. Target start date: immediately