



Project Angel Heart Seeks Client Services Assistant

Organizational Purpose: Our vision is for all Coloradans living with severe illness to have access to nutritious food that supports their health and well-being. To that end, we compassionately deliver comfort and support through high-quality nutrition services, including medically tailored meals, while also advocating for the principles of "Food is Medicine."

Position Summary: Assists clients and referrers on applications, intakes, and recertification of meal service; coordinates and troubleshoots with clients and drivers during weekly meal deliveries; oversees administration of reporting and evaluation for meal program.

Amount of Time and Status: 40 hours per week, non-exempt, Monday-Friday

Reports to: Manager of Client Services

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, and matching retirement fund after one year of employment. Starting pay \$21/hr.

Essential Responsibilities Include:

- Assists with maintaining and updating client data for funding reporting and compliance
- Assists with data entry and maintaining client services database through data entry, tracking changes, updating records, recertification, etc.
- Processing new applications and maintaining list of all pending client intakes
- Assists with training and managing volunteers completing data entry in client services database
- Conducts client intakes, including data entry, responds to referrers, provides initial and continuing phone contact with clients, and fields client phone calls throughout the week
- Delivers meals to clients on a back-up basis as necessary
- Fills in for absent volunteers in the kitchen and distribution areas as necessary
- Handles in-person meal pick ups from the office
- Distributes and tracks receipt of required documentation for clients; corresponds with clients in case of lack of compliance and suspension of service
- Assists with programmatic evaluation including survey distribution, tracking and recording results for healthcare contracts
- Prepares and organizes documentation for all daily deliveries including route sheets, labels, meal counts, and list of client birthdays
- Serves as the primary contact for clients on Mondays, responding to and problem solving client delivery issues from prior week, communicating issues both written and verbally with team and other departments
- Serves as primary contact during Monday and Friday delivery windows, responding to driver concerns and client calls, sending out a delivery report at the end of the windows summing up any unusual issues and/or items that still require follow-up
- Serves as the primary contact for all Spanish speaking clients, if applicable

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- 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
- 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 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 and work with diverse populations
- 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.

Application Procedure:

Please submit resume and cover letter via email only to jobs@projectangelheart.org, and indicate Spanish-speaking skills when submitting. 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