



CancerLINC is a Richmond non-profit that 'LINC's cancer patients and their families to legal, financial, and community resources to solve the non-medical obstacles that arise with a cancer diagnosis.

**Job Title:** Client Services Manager

**Reports to:** Executive Director

**Position Status:** 32 – 40 hours per week, office-based position

The Client Services Manager plans, coordinates, and oversees the delivery of CancerLINC's mission services to ensure that client needs are met.

### **Primary Duties and Responsibilities**

#### **Client Services:**

- Provides administrative oversight and personnel management for the Client Services department.
- Organizes and prioritizes departmental tasks and projects.
- Manages data collection, entry, quality processes, and reporting.
- Develops policy, procedures, and training materials for the department.
- In collaboration with the Executive Director and the Board of Directors, establishes strategies for improvement in the delivery of services and resources to clients.
- Responds to issues/questions related to client inquiries and volunteer services.
- Coordinates with CancerLINC staff, volunteer attorneys, financial advisors, and community service providers to insure that client needs are met, monitored, and recorded.
- Works in conjunction with the Outreach and Communications Manager to promote CancerLINC to other agencies and assists in educational programming.
- Builds relationships with medical and community referral partners and collaborates to ensure that client needs are being met.
- Manages CancerLINC's services to the Medical Legal Partnership (MLP) at VCU Massey Cancer Center, and with our partners at Central Virginia Legal Aid Society and Legal Aid Justice Center.
- Works with Client Services staff to ensure the best possible service for CancerLINC clients.
- Works with the staff attorney and client services staff to triage and prioritize client needs.

#### **Volunteer Management:**

- Establishes and maintains proactive, positive relationships with volunteer attorneys and financial advisors and other community service providers.
- Researches target providers and volunteers, and recruits them to volunteer with CancerLINC.
- Serves as primary contact and trainer for CancerLINC volunteer professionals.
- Serves as staff liaison for the Client Services Committee.
- Provides oversight of interns and volunteers working with Client Services.

#### **Reporting:**

- Creates and provides reports of Client Services activities and outcomes for the Board of Directors, committees, medical partners, staff, and others as needed or requested.
- Manages the maintenance and modifications to the client data system.
- Acts as a staff resource to the Board on client service matters and issues.

#### **Other Duties:**

- Collaborates with the Executive Director on budgets, grants, projects and proposals as requested.
- Supports the organization's events, activities and other duties as assigned.

### **Education / Work Experience**

Bachelor's degree required, with focus in the areas of social work, healthcare, or law preferred. Post-graduate degree, including MSW desired. Minimum of four years' work experience. Management experience preferred.

**Skills and Competencies**

- Excellent communication skills required.
- Experience in strategic thinking, planning, and implementation.
- Ability to engage in active and empathetic listening.
- Experience with Excel and data management systems is required to manage data and reports.
- Excellent presentation skills to describe CancerLINC and its services to diverse groups.
- Ability to prioritize and coordinate multiple tasks simultaneously.
- Demonstrated success working in employee teams, with committees, and in professional groups.
- Must be self-motivated with the ability to work independently, assess situations quickly, and make logical and appropriate decisions as to the handling of client issues.
- Must be able to effectively lead and motivate others.
- Bilingual (Spanish-English) communication skills (verbal and written) strongly preferred.

**Other Requirements**

- Must be able to lift objects/boxes at least 20 pounds.

***CancerLINC is an equal opportunity employer. Minority candidates are encouraged to apply.***