



Position	Director of Client Services	Department	Client Services
Supervisor	Chief Executive Officer	Location	Lafayette, LA

1. Position Summary:

The Director of Client Services (DCS) will oversee the delivery of all direct client services, evaluate programs, and implement new services, as needed. The DCS will supervise case managers and review client folders for compliance. The DCS will be available to offer crisis counseling, as needed, and will maintain an active client caseload.

2. Minimum Qualifications:

Masters' degree in social work, psychology, counseling or rehabilitative counseling with two years of paid post-master's degree experience in a human-services related field providing direct consumer services or case management/service coordination; one year of this experience must be in providing direct services to the target or waiver group to be served. Supervisory experience, management competence in program administration and planning a must.

Candidates with five or more years of supervising staff who work with high-need populations will also be considered.

3. Required Licenses/Certifications:

Masters' degree in social work, psychology, counseling or rehabilitative counseling.

Basic Life Support (BLS/CPR) and AED Certification.

CDC Counseling and Testing Certification along with HIV/AIDS specific education.

4. Position Responsibilities:

70%	- Studies the effectiveness and suitability of client service policies, structure, and procedures and advises the Chief Executive Officer of needed changes. - Responsible for the supervision/evaluation of case managers. - Provides staff with needed update and in-service necessary for providing services to clients. - Responsible for the evaluation and implementation of all client services and programs. Advises the Chief Executive Officer of any necessary changes. - Maintains written policies and procedures regarding client eligibility for services. - Develops and maintains effective working relationships with appropriate agencies. - Attends all staff meetings, unless excused by Chief Executive Officer.
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	• Monitors support groups, assists facilitators with scheduling and referrals, and facilitates groups in the absence of regular facilitators. • Performs other duties at the discretion of the Chief Executive Officer. • Demonstrates an understanding and acts according to the policies and procedures of the agency. • Continually seeks to expand the scope and depth of his/her responsibilities in consultation with the Chief Executive Officer. • Implements, monitors and evaluates programs and services as determined by the Chief Executive Officer. • Always observes the agency's personnel policies as contained in the employee handbook. • Models the philosophy of Acadiana C.A.R.E.S., especially as it highlights the community-services orientation of the agency. • Always maintains a professional image through conduct and dress. • Always respects the confidentiality of client and staff information. • Annually sets measurable personal goals in consultation with Chief Executive Officer. • Organizes duties and responsibilities so as to accomplish all tasks in a timely and efficient manner. • Records and maintains logs of service units provided and submits the logs to the Chief Executive Officer on a monthly basis. Professional Growth: Participate in continuing educational opportunities. • Organizes duties and responsibilities so as to accomplish all tasks in a timely efficient manner. • Performs other duties as assigned and/or requested.
10%	Medical Case Management • Completes all duties of a case manager related to client services; maintaining a maximum caseload of 15 clients. • Ensures that each client receives the maximum benefit from services provided by CARES and other agencies.
20%	Non-Medical Case Management • Maintain 'on-call' duty to be available for client emergencies. • Will be available for crisis counseling and individual, group, or family counseling. • Will be available to facilitate support groups.



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5. Conditions of Employment:

- Complete initial background check and drug screening.
- Adhere to all related agency and regulatory requirements, including HIPPA.
- Adhere to AcadianaCares policies and procedures.
- Adhere to schedule and time management demands.
- Maintain objectivity in assessing situations and proposing solutions.
- Complete required agency, program, and software training.
- Attend staff meetings unless excused.
- Maintain continuing education and attend at least 40 hours of continuing education workshop per year and/or at the discretion of the Chief Executive Officer
- Keep professional licensure and BLS/CPR/AED certification current with state, and/or other regulatory authorities as required.
- Takes responsibility for his/her own continuing education and attends at least 40 hours of seminars, workshops, or continuing education workshop per year. (CEUs)
- Consistently demonstrates an understanding and acts according to the policies and procedures of the agency.
- Consistently exhibits good judgment in assessing situations, exploring alternatives, and choosing courses of action.

6. Approximate Work Time Distribution:

Position is considered full-time with at least 40 hours of work per week.

7. General Work Environment:

Mostly sedentary work in a generally pleasant environment, with many telephone-related activities, staff and client consultations, and 'walk-ins'.

Approximately 95% of work shall be completed in an office setting. Periods of standing, sitting, using computers, scanning documents, talking on the phone, interacting with related agency representatives, and interacting with potential clients is expected.

Ability to move about the AcadianaCares campus, with or without assistance, is required.

Up to 10% of work time may be spent travelling off campus or spent working before or after posted office hours and on weekends, including on-call assignments.

Employee Signature

Supervisor Signature



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Printed Employee Name

Printed Supervisor Name