



Job Posting-Client Services Program Associate

GENERAL JOB SUMMARY:

West Valley Community Services is a nonprofit organization that has been providing safety net services to low income and homeless individuals and families in the west valley region of Santa Clara County for more than 48 years. The mission of West Valley Community Services is to unite the community to fight hunger and homeless. Our work is guided by the vision of a community where every person has food on the table and every person has a roof over their head.

West Valley Community Services is currently hiring a Program Associate to provide administrative, client, and staff support to the Client Services department, primarily focusing on client triage, special programs, and events.

Duties and Responsibilities:

Special Events 40%

- Serves as the Special Event Coordinator liaison for client services.
- Works alongside the Community Resource Team's Event coordinator to support the coordination of events and special programs.
- Serves as the client services lead registration coordinator for events and special programs

Client Services 40%

- Serves as the client services recertification specialist and must be able to manage a caseload of 30 clients simultaneously.
- Primary recertification lead and will monitor recertification as needed.
- Serves as triage support and attends to walk-in client requests as needed.
- While on Slack support, the employee assesses the client's needs for services and is responsible for booking appointments for CS case managers.
- Completes client intakes as needed.
- Supports client services and programs through outreach as needed.
- Oversees and issues California Department of Motor Vehicle (DMV) Driver's License and Identification Card vouchers.
- Will help with data entry on Circe and HMIS as needed.
- Contributes to updating monthly dashboard reports.

Administrative Support 20%

- Responsible for quarterly and annual file audits. I will work with the Manager and Director of Client Services to conduct these audits successfully.
- Helped liaison between the Front Desk and Client Services for any client issues and supported the Front Desk support staff as needed.



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- Assist in front desk manual updates and front desk training as needed.
- Conduct crisis intervention as necessary.

Qualifications:

- A minimum of two years of administrative experience
- Ability to work with people from diverse backgrounds and/or with language barriers.
- Interpersonal skills with the ability to communicate in individual and group settings.
- Ability to embrace WVCS' mission to provide basic human needs with compassion and in a dignified environment.
- Valid California driver's license/ID and insured automobile preferred.

Compensation and Benefits:

- This is a full-time, non-exempt position
- 100% coverage of Kaiser Health Benefit-HMO Gold B for qualified Employees
- 100% coverage of Principal Dental & Vision Benefits for qualified Employees.
- Employee Assistance Program
- Cell phone stipend
- Vacation and personal days
- Generous holiday policy of 13 paid holidays
- 403(b) Retirement Plan with match
- Professional development opportunities

Salary:

- \$25.00-\$29.00/hour (\$52,000-\$60,320/year)

Schedule:

- 8-hour shift
- Day shift
- In-person, Monday-Friday, 8 am-5 pm, occasional evenings and weekends

At West Valley Community Services, diversity is one of our core values. We engage with a diverse community of clients, staff, volunteers, and donors, and believe diversity makes us stronger. We encourage people from all backgrounds and all identities to apply.

West Valley Community Services is an Equal Opportunity Employer encouraging diversity in the workplace. All qualified applicants will receive consideration for employment without regard to race, national origin, gender identity/expression, age, religion, disability, sexual orientation, genetics, veteran status, marital status or any other characteristic protected by law.



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Application Process:

Applications will be reviewed on a rolling basis. To apply, please submit the following via email to HR hr@wvcommunityservices.org [Please indicate "Position title" in the subject line of the email]

- Letter of interest
- Resumé