



Job Title: Client Services Manager

Classification: Full-Time (30 - 40 hours/week), Non-exempt*

Supervisor: Executive Director

General Summary and Objectives

The Client Services Manager provides leadership and oversight for Alight's client services, ensuring that clients receive compassionate, high-quality care that is consistent with Alight's mission, vision, values, and Commitment of Care and Competence. This position coordinates client care services, supervises and supports client services volunteers, maintains effective departmental systems and processes, and works collaboratively with staff to ensure clients are treated with dignity, respect, and individualized care.

Duties and Responsibilities

- 1. Client Services Leadership and Administration** – The Client Services Manager provides leadership and oversight for Alight's client services programs, ensuring services are delivered effectively, consistently, and in alignment with Alight's mission, policies, and standards of care.
 - a. Collaborate with the Executive Director to develop, implement, evaluate, and improve client service programs, including participation in program planning, goal setting, and budget development.
 - b. Maintain and periodically review client service policies, procedures, forms, and program materials, recommending revisions as needed to ensure effectiveness, compliance, and alignment with organizational goals.
 - c. Ensure all client service programs operate in accordance with applicable laws, ethical standards, confidentiality requirements, the Commitment of Care and Competence, and Alight policies.
 - d. Oversee client services operations, including scheduling, workflow management, resource distribution, and the coordination of educational and support programs.
 - e. Maintain accurate client service records and reporting systems, including data collection, documentation oversight, report preparation, and analysis of program outcomes.
 - f. Conduct regular audits of client records and program documentation to ensure accuracy, consistency, and compliance with organizational standards.
 - g. Monitor service delivery trends, evaluate program effectiveness, and provide recommendations to the Executive Director for continuous improvement and ministry impact.
 - h. Communicate regularly with the Executive Director regarding client service needs, program effectiveness, volunteer concerns, emerging trends, and departmental growth.

- 2. Client Case Management** – The Client Services Manager oversees the client care process to ensure that each client receives compassionate, individualized support and is connected with appropriate services and resources.
 - a. Oversee the client intake process, ensuring that clients are welcomed, assessed appropriately, and connected to relevant services, programs, and resources.
 - b. Coordinate and support the development of individualized client care plans, including referrals to internal and community resources as appropriate.
 - c. Coordinate advocate-client assignments and monitor ongoing advocate-client relationships to promote continuity of care, appropriate support, and positive client outcomes.
 - d. Provide direct client support, mentoring, and advocacy as needed, maintaining a client-centered, strengths-based approach to care.



- e. Monitor client progress and facilitate appropriate follow-up to ensure ongoing needs are addressed and opportunities for continued engagement are identified.
 - f. Ensure that client interactions are conducted with dignity, compassion, and respect, and that services are delivered in accordance with Alight's standards of care and ministry philosophy.
 - g. Collaborate with staff and volunteers to ensure appropriate assessment, service delivery, referrals, and continuity of care for clients participating in Alight programs.
 - h. Identify opportunities to strengthen client engagement, retention, and progression through Alight programs and services.
- 3. Volunteer Recruitment and Retention** – The Client Services Manager is responsible for developing and maintaining a qualified, mission-aligned volunteer team capable of meeting the client service needs of the ministry.
- a. Represent Alight in the community, churches, and partner organizations to recruit qualified volunteers who support the mission and values of the ministry.
 - b. Develop, maintain, and utilize recruitment materials and strategies to attract prospective volunteers for client services and related ministry programs.
 - c. Oversee the volunteer recruitment process, including inquiry response, candidate screening, interviews, reference checks, and recommendations for placement.
 - d. Assess volunteer gifts, strengths, experience, and interests to help determine appropriate ministry roles and areas of service.
 - e. Develop and implement strategies to recruit, engage, and retain a sufficient number of qualified volunteers to support client services, outreach activities, and ministry programs.
 - f. Monitor volunteer staffing needs and make recommendations regarding recruitment priorities based on client demand, program growth, and ministry objectives.
- 4. Volunteer Training and Development** – The Client Services Manager equips volunteers to serve effectively by providing orientation, training, continuing education, and opportunities for ongoing growth in ministry knowledge, skills, and service delivery.
- a. Develop, coordinate, and facilitate initial volunteer training programs to prepare volunteers for effective service within their assigned ministry roles.
 - b. Plan and provide ongoing education, enrichment opportunities, and skill development training to support volunteer growth and effectiveness.
 - c. Assess volunteer training needs and evaluate training effectiveness, making recommendations for improvements to training programs, service delivery practices, and volunteer development processes.
 - d. Develop, update, and maintain training curricula, materials, resources, and supporting documentation.
 - e. Ensure volunteers are equipped with current information regarding client care practices, organizational policies, available resources, community referrals, and ministry programs.
 - f. Identify and encourage opportunities for volunteer growth, leadership development, and increased ministry involvement.
 - g. Evaluate volunteer readiness and competency, providing feedback, coaching, and recommendations regarding service assignments and ongoing ministry involvement.



- 5. Volunteer Supervision and Support** – The Client Services Manager provides ongoing leadership, support, accountability, and encouragement to volunteers, fostering a healthy ministry culture, and ensuring volunteers are equipped to serve effectively and in alignment with Alight’s mission and standards.
 - a. Coordinate volunteer schedules and service assignments to ensure appropriate staffing levels and effective delivery of client services and ministry programs.
 - b. Provide ongoing support, encouragement, coaching, and communication to volunteers, promoting volunteer engagement, satisfaction, and long-term involvement.
 - c. Plan and facilitate volunteer meetings, recognition activities, and enrichment events designed to inform, support, and encourage volunteers, including volunteer appreciation initiatives.
 - d. Monitor volunteer performance and adherence to organizational policies, procedures, standards of care, confidentiality requirements, and ministry expectations.
 - e. Observe volunteer-client interactions and provide feedback, coaching, and guidance to promote effective service delivery and continued volunteer growth.
 - f. Address volunteer concerns, performance issues, and interpersonal conflicts in a timely, respectful, and constructive manner, seeking restoration, reconciliation, and healthy working relationships whenever possible.
 - g. Ensure volunteers are appropriately representing Alight’s mission, values, and Christian worldview in their interactions with clients, volunteers, staff, and community partners.

- 6. Community Outreach and Partnerships (as assigned)** – When assigned by the Executive Director or when organizational needs require, the Client Services Manager may assist with community outreach, partnership development, public education, and promotional activities that support Alight’s mission and client services.
 - a. Represent Alight at community events, ministry functions, and networking opportunities to promote awareness of services and strengthen community relationships.
 - b. Develop, maintain, and strengthen partnerships with medical providers, social service agencies, schools, churches, and community organizations to enhance client support and avoid duplication of services.
 - c. Coordinate and deliver education presentations, training opportunities, and community resources that increase awareness of Alight’s services and mission.
 - d. Assist with outreach and promotional efforts through printed materials, presentations, digital communications, and social media content as assigned.
 - e. Communicate client service trends, resource needs, and community partnership opportunities to the Executive Director to support strategic planning and outreach efforts.

- 7. Additional Responsibilities**
 - a. Participate actively in staff meetings, ministry planning, and organizational initiatives, providing insight and recommendations related to client services, volunteer engagement, program effectiveness, and client needs.
 - b. Communicate regularly with the Executive Director regarding departmental goals, operational needs, budget considerations, resource requirements, and opportunities for ministry growth and improvement.
 - c. Support organization-wide events, initiatives, and ministry activities as requested.
 - d. Performs duties and special projects assigned by the Executive Director.



Supervision/Direction

Works under the general direction of the Executive Director with considerable independence in the administration of client services programs and volunteer management functions. Exercises sound judgment in making operational decisions, resolving routine issues, prioritizing work, and responding to client and volunteer needs. Collaborates regularly with the Executive Director regarding departmental goals, program development, policy implementation, and significant client, volunteer, or organizational matters.

Qualifications

1. Bachelor's degree in social work, psychology, human services, nonprofit leadership, nursing, ministry, or related field preferred. Equivalent combinations of education, training, and relevant experience will be considered.
2. Minimum of two years of experience in leadership, volunteer management, client services, case management, ministry, nonprofit administration, or related field preferred.
3. Demonstrated ability to train, mentor, coach, and develop volunteers while fostering a positive, mission-driven team culture.
4. Strong organizational and administrative skills with the ability to manage multiple priorities, maintain accurate records, and meet deadlines.
5. Ability to exercise sound judgment, solve problems effectively, and make independent decisions consistent with organizational policies and values.
6. Strong analytical skills with the ability to evaluate programs, identify trends, develop recommendations, and support continuous improvement efforts.
7. Excellent verbal and written communication skills with the ability to interact professionally and effectively with clients, volunteers, staff, churches, community partners, and donors.
8. Excellent interpersonal skills with the ability to build relationships, provide constructive feedback, resolve conflict, and lead others with compassion and respect.
9. Demonstrates personal integrity, emotional maturity, initiative, and a servant-hearted approach to leadership.
10. Demonstrates a commitment to honoring Jesus Christ in all aspects of ministry and supports Alight's mission, vision, Statement of Faith, and life-affirming ministry philosophy.
11. Demonstrates a commitment to fostering a ministry culture characterized by grace, accountability, restoration, reconciliation, and respect for the intrinsic value of every person.
12. Ability and willingness to represent Alight positively within churches, community organizations, and professional relationships.

The statements contained in this job description are intended to describe the general nature and scope of responsibilities of this position. They are not intended to be an exhaustive list of all duties, responsibilities, qualifications, knowledge, skills, abilities, and working conditions. As Alight grows and ministry needs change, responsibilities may be modified, added, or reassigned at the discretion of the Executive Director.