



POSITION DESCRIPTION

Position Title: Client Services Supervisor
Candidate: TBD
Department: Client Services
Supervisor: Associate Director of Client Services
FLSA: Full-Time/Hourly/Non-Exempt
Salary Range: \$33.00
Effective Date: ASAP

OUR IMPACT

For over 50 years, Samaritan House has been leading the fight against poverty in San Mateo County. We're the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

OUR CULTURE

We're passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

YOUR IMPACT

Under the general supervision of the Associate Director of Client Services, the Client Services Supervisor is responsible for overseeing the day-to-day operations of the Client Services Department, supervising a team of Case Managers, and ensuring the delivery of high-quality, client-centered services aligned with Samaritan House's mission and values. The Client Services Supervisor will assist Associate Director in providing direct supervision, program coordination, and support for all assigned functions related to client services operations. This position will oversee administrative operations, Intake Case Management, Engagement, and Registration for Cora's Market and our Client Service Drive Through Operations.

The Client Services Supervisor will lead staff in carrying out responsibilities including crisis intervention, housing stabilization, financial assistance processing, assessments, and community outreach. They will also monitor data systems (Clarity, CORE, HMIS), ensure compliance with all internal and external reporting requirements, participate in program development, and serve as a liaison with external partners.

This role requires experience in social services, strong administrative and supervisory skills, and the ability to work effectively in a fast-paced, client-facing environment.

JOB QUALIFICATIONS

Please note our preferred and in some cases required qualifications for this position:

EDUCATION:

- A Master's degree in Social Work (MSW) is preferred.
- Bachelor's degree in social work, psychology, or a related field required. Equivalent work experience may substitute in some instances.

EXPERIENCE: Minimum 5 years of experience in the following:

- Supervision of minimum 10 employees.
- Case management with a clear understanding of best practices.

- Working with the public and community-based organizations.
- Inter-agency collaboration experience.

GENERAL REQUIREMENT:

- Bilingual/bicultural proficiency in English and Spanish preferred.
- Excellent analytical, oral, and written communication skills.
- Strong interpersonal skills; able to work both independently and as part of a team.
- Proficient in Microsoft Office Suite and able to learn data systems (e.g., Clarity, CORE, HMIS).
- Sound judgment with tact and diplomacy; able to remain composed and professional in high-stress or escalated situations.
- Proven ability to maintain confidentiality and professional boundaries.
- Strong crisis and conflict management experience.
- Knowledge of Samaritan House's service population and the local service landscape for economically challenged individuals.
- High emotional intelligence and resilience.
- Strong organizational, time management, and multitasking abilities.
- Demonstrated integrity, transparency, and compassion in all interactions.
- Reliable in meeting deadlines and adapting to a fast-paced, evolving work environment.
- Committed to serving diverse populations with cultural sensitivity.
- Creative, solutions-oriented, and proactive; capable of de-escalating issues and working independently as a self-starter.
- Familiarity with and adherence to agency policies, procedures, and relevant regulatory requirements.
- Flexible schedule, including availability for evenings and weekends as needed.
- Valid driver's license with clean driving record; ability to travel between agency sites.

PHYSICAL REQUIREMENTS AND BACKGROUND CHECK

References will be conducted by Samaritan House prior to employment. All employees will undergo formal criminal record background checks. You must have the physical, visual and auditory ability to perform the essential functions of the job, ensure a safe/secure work environment and respond to any emergencies with or without reasonable accommodations. Work involves occasional travel. Regular and repeated use of motor coordination and hand motions for computer data entry and writing. Extended periods of sitting. Must be able to focus on single or multiple subject matters for extended periods of time. Candidate should have the physical ability to occasionally lift and/or move items (approximately 20 lbs.). Occasional sitting, walking, carrying, reaching, speaking, listening for extended periods of time. This position will require the usage of a mobile device or other assigned equipment, which will be provided.

ESSENTIAL FUNCTIONS OF THE JOB

Staff Supervision & Leadership

1. Support onboarding and training of new hires and volunteers.
2. Supervise, lead, coach, and support assigned staff and program interns/volunteers.
3. Conduct regular team meetings, 1:1 supervision, and performance management.
4. Collaborate with Supervisor and HR in performance management or other HR issues that arise.
5. Provide coaching, mentoring, and feedback on case management approaches, client engagement, and de-escalation techniques.
6. Monitor workload and caseload distribution to ensure equity and manageability.

Program Oversight & Coordination

7. Oversee all service delivery related to crisis response, financial assistance, and housing stabilization for assigned areas of function. Ensure excellent quality service is provided at all times.
8. Ensure all client intakes, assessments, and matrix tools (initial, 6-month, and exit) are completed thoroughly and on time.
9. Monitor follow-ups from Homelessness Prevention Case Manager (HPCM) appointments and ensure documentation is collected.
10. Coordinate post-HPCM financial assistance check request paperwork and signature gathering.
11. Support and review referrals to HIF, Saint Vincent de Paul (SVdP), and other financial assistance partners.

12. Oversee proactive outreach efforts to low-income housing, senior centers, libraries, and community centers.

Client Care & Compliance

13. Review case plans and documentation for quality and consistency.
14. Ensure services meet all agency standards and contractual/funder obligations.
15. Monitor and enforce compliance with privacy laws (HIPAA) and data standards.
16. Participate in case conferences and provide high-level support in escalated client situations.
17. Ensure proper management of Clarity, CORE, HMIS, and paper files.
18. Review and approve financial assistance requests as needed.

Program Evaluation & Reporting

19. Monitor data entry and reporting to ensure accuracy and timeliness.
20. Compile and analyze program data; assist in preparing monthly, quarterly, and annual reports.
21. Identify trends or service gaps and recommend adjustments to improve outcomes.

Partnerships & Outreach

22. Maintain relationships with external partners and act as liaison during referrals or collaborations.
23. Represent Samaritan House at community meetings, provider collaborations, and outreach events as needed or in support of Associate Director.

Organizational Support

24. Model professionalism and uphold Samaritan House values at all times.
25. Assist in agency-wide initiatives and special projects as assigned.
26. Ensure incident reports are submitted and reviewed within required timelines- 24 hours.
27. Fill in for Case Managers as needed due to vacancies or high demand.

HOW TO APPLY

Interested candidates for this position will be required to submit a cover letter and resume to:

SAMARITAN HOUSE HR Specialist/Recruiter

4031 Pacific Blvd. San Mateo, CA 94403

E-mail: jobs@samaritanhousesanmateo.org Via facsimile: (650) 294-4336

No phone calls, please! Samaritan House is an equal opportunity employer. Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.

ACKNOWLEDGMENT

Please sign below in acknowledgment that you have received and understand the job description of Client Services Supervisor

Employee Signature Date

Supervisor Signature Date

Vice President of Human Resources Date