



POSITION DESCRIPTION

Position Title:	Associate Director of Client Services
Candidate:	TBD
Department:	Client Services
Supervisor:	Vice President of Programs and Services
FLSA:	Full-Time/Salary/Exempt
Salary Range:	\$
Effective Date:	TBD

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 Vice President of Programs and Services, the Associate Director of Client Services is responsible for the direct implementation, leadership, and management of the Client Services Program satellite location(s) under their oversight. This role provides strategic, operational, and administrative leadership for the Client Services Department, ensuring programmatic effectiveness, financial oversight, and operational excellence.

The Associate Director develops reports and delivers presentations on behalf of Samaritan House, supports budget planning and expense control within their program area, and provides direct supervision and professional development for Client Services staff including Case Managers and the Client Services Supervisor. As a key member of the organization's Leadership Team, this position plays a critical role in strategic planning, community relations, and program development to further the mission of Samaritan House.

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 6 years of experience in the following:

- Minimum six (6) years of progressively responsible experience in nonprofit human services, social services, behavioral health, housing, homelessness services, or a related community-based organization.
- Minimum three (3) years in a supervisory or management capacity.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Bilingual/bicultural proficiency in English and Spanish preferred but not required.

- Strong skills in leadership, communication, conflict management, and staff development
- Ability to solve problems effectively under pressure, multitask, and manage competing priorities.
- Ability to maintain composure in stressful and emotional environments, exercising sound judgment and confidentiality.
- Demonstrated knowledge of the needs and challenges facing low-income, underserved, and vulnerable populations within San Mateo County.
- Excellent crisis and conflict management experience.
- Flexible schedule availability, including evenings/weekends if needed.
- Strong understanding of the local service landscape for economically challenged individuals.
- Excellent analytical, oral, and written communication skills.
- Excellent computer proficiency in Microsoft Office Suite and ability to learn data management systems (e.g., Clarity, CORE, HMIS).
- Emotional resilience and ability to remain calm and professional in high-stress situations.
- Strong organizational and multitasking abilities with attention to detail and timely follow-through.
- Ability to establish and maintain successful and effective interpersonal relationships with all agency constituents. Must be able to work independently and collaboratively within teams.
- Proven ability to conduct all interactions with all constituents in a highly ethical manner demonstrating high level of integrity, transparency and compassion in all work.
- Ability to meet deadlines and complete all work in a timely manner.
- Demonstrated ability to analyze program data, monitor performance metrics, prepare reports, and utilize data to support operational and strategic decision-making.
- Strong ability to maintain confidentiality and maintain excellent professional boundaries with constituents.
- Ability and desire to work with various constituents of diverse backgrounds.
- Demonstrated ability to exercise appropriate judgment with tact and diplomacy both under normal and stressful situations. Must be able to maintain appropriate composure and professionalism when faced with escalated situations.
- Demonstrated solutions-based approach to problem solving in an effective, efficient and timely manner. Ability to be creative and show initiative. Self-starter. Ability to de-escalate issues.
- Ability to follow Agency Policies and organize required activities according to Samaritan House policies, procedures and best practices which include any related federal, state, or local agency requirement.
- Clean driving record- ability to get to and from job sites within the Agency as assigned.

PHYSICAL REQUIREMENTS AND BACKGROUND CHECK

References will be conducted prior to employment. All staff must successfully complete a criminal background check. The position requires physical, visual, and auditory ability to perform essential job functions, maintain a safe work environment, and respond to emergencies with or without reasonable accommodation. Work may involve travel between agency locations and extended periods of sitting while performing computer-based tasks. The role requires frequent use of a computer, keyboard, and other office equipment to prepare reports, maintain records, and perform administrative work. The position also requires occasional lifting and moving of items weighing up to approximately 20 pounds.

ESSENTIAL FUNCTIONS OF THE JOB

Leadership and Staff Development

1. Supervise, guide, evaluate, and counsel direct reports including Case Managers, Administrative Coordinators, and the Client Services Supervisor to ensure high performance, accountability, and professional growth.
2. Conduct regular one-on-one check-ins with Case Managers and Administrative Coordinators to provide coaching, address challenges, monitor progress toward goals, and support professional development.
3. Develop and facilitate staff training and professional development opportunities; research external training as needed.
4. Partner with Human Resources on employee relations, performance management, corrective actions, workforce planning, succession planning, employee engagement, recruitment, onboarding, and the consistent application of personnel policies.
5. Conduct interviews and new employee orientations as required.

6. Conduct weekly Client Services Department huddles to provide program and organizational updates, promote cross-team communication, gather staff feedback, and identify opportunities for improvement.

Program Management and Development

7. Oversee the day-to-day operations of the agency's primary South and North office locations, ensuring consistent, high-quality, client-centered service delivery and operational excellence.
8. Ensure Case Managers provide support across office locations as needed to meet client demand, maintain service continuity, and promote equitable access to services.
9. Support staffing coordination and office coverage to ensure uninterrupted services and adequate support across all program locations.
10. Develop, implement, and evaluate program goals and measurable outcomes in collaboration with Senior Director and Vice President of Programs and Services.
11. Develop, monitor, and manage departmental budgets; review expenditures, analyze budget variances, and ensure responsible fiscal stewardship of program resources.
12. Develop, implement, and evaluate new client service initiatives and program enhancements that improve service delivery and client outcomes.
13. Implement procedures and tools for data collection, program evaluation, and reporting.
14. Monitor program outcomes, productivity measures, and key performance indicators (KPIs), prepare reports and recommendations for senior leadership.
15. Support the planning, coordination, and implementation of seasonal and special initiatives, including the organization's holiday, family, and children's programs, ensuring effective service delivery and positive client outcomes.

Client Services Supervision

16. Provide supervision to Case Managers, including regular case consultation, performance coaching, and workload management.
17. Monitor case management activities to ensure staff maintain appropriate caseloads, deliver high-quality services, and meet agency performance expectations.
18. Review and process client referrals, ensuring appropriate services and resource connections.
19. Monitor and resolve client concerns and issues in collaboration with Senior Director input when necessary.
20. Maintain programmatic compliance with federal, state, and local regulations and Samaritan House policies.
21. Conduct regular audits of program documentation, client records, and operational practices to ensure compliance with agency standards, funding requirements, and applicable regulations.
22. Ensure consistency in service delivery, documentation standards, and client engagement practices across all office locations.

Community Outreach and Relations

23. Plan, coordinate, and participate in community outreach events to increase Samaritan House visibility and engagement.
24. Serve as a liaison with other providers, community organizations, and stakeholders to strengthen partnerships.
25. Lead community tabling events and other outreach efforts related specifically to client services.
26. Facilitate or oversee workshops and classes in areas including job readiness, parenting, budgeting, stress management, nutrition, time management, and leadership development.

Strategic Leadership and Continuous Improvement

27. Collaborate with organizational leadership to develop and implement strategic initiatives that strengthen and enhance the Client Services Department.
28. Evaluate departmental processes, client outcomes, and service trends to identify opportunities for innovation, efficiency, and continuous improvement.
29. Support the development and implementation of department-wide policies, procedures, and best practices that improve client experience and operational effectiveness.
30. Foster collaboration across programs and departments to enhance service integration and advance the mission and goals of Samaritan House.
31. Utilize program performance data and client outcome metrics to identify trends, inform strategic planning, and improve operational effectiveness.

Additional Responsibilities

32. Participate regularly in leadership meetings and cross-departmental collaboration.
33. Always represent Samaritan House professionally, embodying organizational values and ethics.
34. Attend training, offsite client events, and community meetings as requested.
35. Perform other duties as assigned to support the organization's mission and goals.

HOW TO APPLY

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

SAMARITAN HOUSE HR Manager/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 Associate Director of Client Services

Employee Signature

Date

Supervisor Signature

Date

Vice President of Human Resources

Date