



CancerLINC is a Richmond non-profit that 'LINC's cancer patients and their families to legal, financial, and community resources to solve the non-medical obstacles that arise with a cancer diagnosis.

Job Title: Client Services Manager

Reports to: Executive Director

Position Status: 32 – 40 hours per week, office-based position

The Client Services Manager plans, coordinates, and oversees the delivery of CancerLINC's mission services to ensure that client needs are met.

Primary Duties and Responsibilities

Client Services:

- Provides administrative oversight and personnel management for the Client Services department.
- Organizes and prioritizes departmental tasks and projects.
- Manages data collection, entry, quality processes, and reporting.
- Develops policy, procedures, and training materials for the department.
- In collaboration with the Executive Director and the Board of Directors, establishes strategies for improvement in the delivery of services and resources to clients.
- Responds to issues/questions related to client inquiries and volunteer services.
- Coordinates with CancerLINC staff, volunteer attorneys, financial advisors, and community service providers to insure that client needs are met, monitored, and recorded.
- Works in conjunction with the Outreach and Communications Manager to promote CancerLINC to other agencies and assists in educational programming.
- Builds relationships with medical and community referral partners and collaborates to ensure that client needs are being met.
- Manages CancerLINC's services to the Medical Legal Partnership (MLP) at VCU Massey Cancer Center, and with our partners at Central Virginia Legal Aid Society and Legal Aid Justice Center.
- Works with Client Services staff to ensure the best possible service for CancerLINC clients.
- Works with the staff attorney and client services staff to triage and prioritize client needs.

Volunteer Management:

- Establishes and maintains proactive, positive relationships with volunteer attorneys and financial advisors and other community service providers.
- Researches target providers and volunteers, and recruits them to volunteer with CancerLINC.
- Serves as primary contact and trainer for CancerLINC volunteer professionals.
- Serves as staff liaison for the Client Services Committee.
- Provides oversight of interns and volunteers working with Client Services.

Reporting:

- Creates and provides reports of Client Services activities and outcomes for the Board of Directors, committees, medical partners, staff, and others as needed or requested.
- Manages the maintenance and modifications to the client data system.
- Acts as a staff resource to the Board on client service matters and issues.

Other Duties:

- Collaborates with the Executive Director on budgets, grants, projects and proposals as requested.
- Supports the organization's events, activities and other duties as assigned.

Education / Work Experience

Bachelor's degree required, with focus in the areas of social work, healthcare, or law preferred. Post-graduate degree, including MSW desired. Minimum of four years' work experience. Management experience preferred.

Skills and Competencies

- Excellent communication skills required.
- Experience in strategic thinking, planning, and implementation.
- Ability to engage in active and empathetic listening.
- Experience with Excel and data management systems is required to manage data and reports.
- Excellent presentation skills to describe CancerLINC and its services to diverse groups.
- Ability to prioritize and coordinate multiple tasks simultaneously.
- Demonstrated success working in employee teams, with committees, and in professional groups.
- Must be self-motivated with the ability to work independently, assess situations quickly, and make logical and appropriate decisions as to the handling of client issues.
- Must be able to effectively lead and motivate others.
- Bilingual (Spanish-English) communication skills (verbal and written) strongly preferred.

Other Requirements

- Must be able to lift objects/boxes at least 20 pounds.

Salary & Benefits

\$45,000 - \$70,000 annually, commensurate with education and experience. Robust PTO. Stipend for medical, vision, and dental. (We understand that individual needs and preferences may vary. Therefore, we are open to discussing benefits with qualified candidates.)

To Apply

Interested candidates should submit a resume and cover letter to info@cancerlinc.org. Please include Client Services Manager Applicant – (your name) in the email subject line. No phone calls please. CancerLINC is an equal opportunity employer. We encourage applications from candidates of all backgrounds and experiences.

CancerLINC is an equal opportunity employer. Minority candidates are encouraged to apply.