



Job Title: Client Service Aide
Reports To: Program Coordinator
FLSA Status: Non-Exempt Hourly

SUMMARY: Responsible for the operation of the Help Desk. Provide client engagement services, including intake processes, referral, and execute administrative policies by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Implement proper use of motivational interviewing, confidentiality protocols, client rights and responsibilities, Pathways, and intake and assessment protocols
- Give support to the individual program case managers on the floor to which assigned
- Make referrals to Gateway programs or other agencies as directed
- Document all interventions and relevant information according to established Gateway Center guidelines
- Work to help clients achieve and maintain their highest level of independent functioning in the community
- Work in collaboration with Gateway Center staff, partners, and community resources
- Link Gateway clients to community resources
- Document client data according to set policies and procedures
- Monitor meals, housekeeping, and other residential activities, as assigned
- Fulfill all Pathways training requirements and maintain appropriate knowledge of Pathways system
- Attend staff meetings and trainings, as required
- Write and send correspondence within set guidelines
- Screen and reply in a timely manner to all incoming telephone calls and correspondence (electronic and otherwise)
- Perform other duties as assigned

SUPERVISORY RESPONSIBILITIES: None

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: Associate Degree or equivalent with at least one year of client engagement experience in a human services setting.



LANGUAGE SKILLS: Ability to respond to common inquiries or complaints from customers, faith community, regulatory agencies, Provider Partners, or members of the business community. Ability to effectively present information to immediate supervisor.

MATHEMATICAL SKILLS: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area circumferences, and volume.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions.

CERTIFICATES, LICENSES, REGISTRATIONS: None

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to airborne pathogens. The noise level in the work environment is usually moderate.