



Job Title: Client Services Coordinator

Ref #AG64

About Jewish Family Services of Silicon Valley (JFS SV):

Jewish Family Services of Silicon Valley (JFS SV) empowers individuals and families facing life's challenges by providing quality human services inspired by Jewish values. Since our inception in 1977, we have remained committed to our vision that children, adults, and families in our community have access to affordable and meaningful professional services that help give them a better life. The agency's programs are available without regard to race, religion, sexual orientation, or ability to pay.

Job Summary:

The Client Services Coordinator will work closely with the Holocaust Survivor Program (HSP) team and other Center for Aging and Caregiver Services (CACS) programs at large to ensure that Holocaust survivors (along with other older adults) have access to essential services that will support independent living in the community. The Client Services Coordinator will provide administrative support primarily to the Holocaust Survivor program in the form of document creation and organization, eligibility determination, tracking and client correspondence. This role will also involve supporting other programs by completing and coordinating general intakes to the CACS. This individual will interface with clients and caregivers in person, by telephone and email to monitor receipt of services and assess needs for additional support. Additionally, the Client Services Coordinator will be the first point of contact for individuals who are requesting information and referral regarding CACS services and provide other administrative functions.

Key Responsibilities:

- Present as a warm and welcoming first point of contact for CACS clients and will greet and admit all clients upon entering the facility.
- Retrieve and deliver mail within the CACS facility.
- Complete intake with new clients including assessing and determining fees.
- Engage with new referents to the CACS by responding to phone and email inquiries within 1 business day.
- Assess needs, explore options for assistance, gather and enter intake information, and refer to appropriate CACS programs or refer to other agencies.
- Use de-escalation and trauma-informed techniques to obtain information from clients.
- Ensure intakes are received by staff and communicate with individuals on waitlist as well as visitors without Care Managers (once per month).
- Ensure intake documentation is complete and resources are valid and up-to-date.
- Work both independently and with small teams to complete projects within appropriate deadlines.
- Determine eligibility for HSP.
- Manage documents for HSP including printing, saving, scanning, and preparation.
- Field and direct correspondence with clients, their caregivers, and HSP staff.
- Manage HSP and other CACS documentation in the database.
- Track and report ongoing changes and updates regarding client eligibility for HSP (IHSS, MAF, Medi-Cal, etc.).
- Participate as needed in special projects (all programs).
- Perform additional assignments as needed or directed by staff (all programs).

Qualifications & Skills:

- Bilingual fluency (written and spoken) in Russian and English
- Present in the office Monday through Friday during regular business hours.
- Detail oriented
- Exceptional communication and engagement skills
- At least two years of related experience
- Strong organizational skills
- Strong computer literacy skills
- Ability to prioritize tasks and work with frequent interruptions
- Knowledge of human services system
- Experience working with people of diverse cultural and socioeconomic backgrounds
- Sensitive to the unique needs of Holocaust survivors and their families
- Ability to take initiative and work independently

Requirements:

Bilingual: Russian/English speaking

Salary and Benefits:

Salary Range: \$60,000-70,000

This position is full-time, 37.5 hours/week. JFS SV provides a highly competitive salary and benefits program. Salary is commensurate with qualifications and experience of the selected candidate.

Benefits include medical, dental, and vision care; company contributions to 403(b) retirement plan; generous paid time off (incl. secular as well as Jewish holidays and vacation); 100% paid membership to onsite fitness center; supportive colleagues; and a positive work environment on a beautiful campus.

Jewish Family Services of Silicon Valley is an equal-opportunity employer and values diversity at all levels of the organization. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.