



Job Title: Client Services Manager

Location: Center for Women & Children, Coeur d'Alene, ID.

Status: Full-time

Responsibilities

- Oversee management and administration services provided to residents
- Provide leadership, training, and supervision to Resident Assistant staff and volunteer team
- Exemplify and teach our grace-based philosophy of ministry to ensure a safe and healing environment
- Manage and maintain WAYPOINT database
- Serve as a liaison regarding both probation and parole; report and maintain communication involving current residents and potential applicants within the program
- Assign and monitor resident Work-Therapy positions; document total time worked each week
- Serve as the RA for day-shift, Monday through Friday

Required Qualifications

- Proven management & leadership experience
- Strong interpersonal and communication skills and an energetic personality
- Strong experience demonstrating conflict resolution and crisis management
- Awareness of personal boundaries
- Experience working with homeless, addiction, and recovery programs
- Excellent computer skills

Preferred Qualifications

- BA or MA in social work, addiction studies, leadership or related field, and/or equivalent experience
- Proven experience and effectiveness in helping women in crisis or recovery
- Previous management experience in an equivalent, non-profit business
- Knowledge of chemical dependency, addictions, and process addictions

Compensation Range: \$19-\$23 (depending on experience)

Must be committed to the Christian faith and comply with drug-free, tobacco-free policy. Those qualified to join our team can enjoy a rewarding work environment and excellent benefits.

Complete UGM's [application for employment](#) and submit it along with a letter of interest and resume to:

UNION GOSPEL MISSION

HumanResources@uniongospelmission.org

Human Resources, 1224 E Trent Ave., Spokane, WA 99202

Fax: 509-535-0315

uniongospelmission.org/employment