



## HOPE HARBOR POSITION DESCRIPTION

**JOB TITLE:** CLIENT SERVICES ASSISTANT **STATUS:** Part-time  
Nonexempt  
**SUPERVISOR:** DIRECTOR OF OPERATIONS

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The Client Services Assistant supports the coordinated delivery of trauma-informed services by providing essential administrative and programmatic assistance across the agency's clinical, advocacy, and prevention programs. This position promotes responsive, confidential, and grant-compliant client services and prevention programs.

### **RESPONSIBILITIES**

#### **1. Provision of Direct Services (90% of position)**

##### **Clinical Department Support**

- Welcome clients and visitors, ensuring a trauma-informed, supportive, and confidential environment.
- Prepare individualized client resource packets and referral information.
- Provide information about Hope Harbor's services and community resources.
- Assist with follow-up contacts to determine whether additional services or referrals are needed.
- Scan and upload clinical documents into the electronic client database.
- Monitor completion of required clinical documentation and notify clinicians of missing items
- Coordinate reminders and distribution of client satisfaction surveys.
- Assist with maintaining counseling resource materials and therapeutic supplies.

##### **Advocacy Support**

- Assist advocates by preparing client packets and safety planning materials.
- Maintain inventories of client assistance items, including hygiene products, clothing, emergency supplies, and educational materials.
- Coordinating the workday emergency advocacy pool schedule
- Track follow-up contacts and client assistance provided.
- Coordinate distribution of client satisfaction surveys.
- Maintain current resource directories and referral databases.

### **Education and Prevention Support**

- Prepare educational materials, resource packets, and outreach supplies.
- Assemble presentation materials for prevention educators.
- Coordinate registration and logistics for community trainings.
- Maintain inventories of educational and outreach materials.
- Assist with data collection for prevention and education activities.
- Prepare participant certificates and evaluation packets.
- Coordinate mailings and follow-up communications related to educational events.
- Assist the Community Outreach Coordinator with events for Sexual Assault Prevention Month

### **2. Administrative Responsibilities (5% of position)**

- Maintain appropriate statistical/service information daily
- Enter client service information into the agency's client database.
- Maintain accurate and timely records in compliance with grant and organizational requirements.
- Assist in compiling monthly and quarterly service statistics.
- Support quality assurance activities through routine file review and documentation checks.

### **3. Other duties (5% of the position)**

- Travel to provide programs within the ten (10) counties in the Barren River Development District (i.e., schools, community partner locations, businesses, and others) and/or to community engagement activities.
- Respond to crisis calls requests when other staff/volunteers are unavailable.
- Cross-train to provide support to all client service departments as needed.
- Participate in agency training related to trauma-informed care, victim services, confidentiality, and cultural competency.
- Perform other client service-related duties as assigned.

### **POSITION SKILL QUALIFICATIONS**

- Bachelor Degree preferred but not required with related experience; High school diploma required.
- Computer literacy and advanced knowledge of Microsoft Office 365 programs including Word, Excel, PowerPoint, and Outlook.
- No prior history of criminal behavior.

## **POSITION SKILL QUALIFICATIONS**

- Ability to handle sensitive information and maintain high level of confidentiality
- Ability to work effectively under highly stressful, crisis-oriented situations
- Excellent communication, listening, clerical, and decision-making skills.
- Ability to interface and engage with diverse populations.
- Ability to operate independently with minimal supervision.
- Excellent organizational and time management skills.
- Work well in a team environment
- Ability to work at a brisk pace.
- Commitment to developing self and others.

## **POSITION TRAINING REQUIREMENTS**

- Complete (8) hours of related training prior to any direct (client) services.
- Complete the required (40) hour Crisis Intervention Training
- Participate in training regarding HIPAA related policies and procedures.
- Participate in at least eight (8) hours of continuing education annually relating to the field of sexual trauma but could require up to twelve (12) hours per funding requirements. The yearly continued education must include a minimum of (3) hours of anti-oppression related topics.

I have read and understand the above duties and responsibilities of this position and agree to abide by them. I understand that upon failure to perform the required duties, appropriate disciplinary action or termination will follow.

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Employee Signature

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Date

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Executive Director Signature

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Date