



Mary's Mantle Job Opening

Position Title: Director of Client Services

Status: FT (Salary)

About Mary's Mantle: Mary's Mantle is a residential program rooted in the Catholic faith. The home is designed to accommodate four expectant mothers at a time who are at least eighteen years old, regardless of their religious affiliation. Mary's Mantle is a safe haven where expectant mothers can fully realize their potential as daughters of a loving God.

Position Summary: The Director of Client Services is responsible in all aspects of program operations and supports the delivery of programs and services in the fulfillment of the mission of Mary's Mantle, in accordance with principles, policies and procedures.

The Director of Client Service's main responsibilities are to manage the client services staff to provide structure and oversight of the programs Mary's Mantle provides. This role will involve regular training, mentoring, and supervising of staff as well as regular direct client support. Additionally, the Director will provide strategic direction and support to improve client programming.

Essential Job Functions:

- Provide strategic direction by monitoring client goal achievement and researching effective programs and best practices, and then recommending new programs based on findings. Also apply continuous improvement to existing programs.
- Delegate daily support tasks to program staff and engage firsthand with clients (current and alumni) on a regular basis.
- Recruit, onboard, and train client services staff. Complete performance evaluations, coaching, mentoring, and training with client services staff team.
- Manage situations consistently within the home in accordance with the mission of Mary's Mantle.
- Manage the schedule to ensure ample daily staff.
- Network and collaborate with other service providers to promote the mission of Mary's Mantle and have knowledge of programs that Mary's Mantle clients (current and alumni) can be referred to for support and services.
- Provide staff coverage in house, when needed.
- Supervision of the House Mother to ensure that all resident policies and procedures are followed and take corrective actions with any residents who are in violation.

Other

- Attend regularly scheduled staff meetings
- Meet monthly with a trusted spiritual director
- Attendance at designated fundraising events

Physical Requirements: Normal environment in a residential setting, ability to operate keyboard, ability to communicate verbally and in writing, ability to respond quickly.

Education, skills, and experience:

- Bachelor's degree in social work, psychology, human services, or related field. Master's degree preferred.
- Previous experience in human services field, 5 years preferred.
- Previous management experience.
- Friendly, outgoing demeanor and excellent interpersonal skills to work and communicate effectively with clients, volunteers, staff, donors, and Board members.
- Strong oral and written communication skills.
- Good judgment and integrity.
- Administrative, organizational and prioritization skills; attention to detail.
- Must uphold Mary's Mantle Mission, Vision, and Statement of Principles in the execution of position responsibilities.
- Must be comfortable upholding the teachings of the Catholic Church.
- Willingness and ability to serve clients and others in a way that honors Jesus Christ and supports and promotes the ministry's Catholic, life-affirming ministry. Attitude of service and hospitality.
- Dependable, stable, flexible and capable of following through on commitments.
- Basis computer literacy in word processing and spreadsheet software

Interested applicants should send cover letter and resume to Katie Montes at katie.montes@marysmantle.net.

Please highlight in cover letter why you are interested in working in a Catholic Maternity home.