

Client Services and Data Manager

Cathedral Kitchen (CK) is looking to fill a full-time position of Client Services and Data Manager.

Overview:

Cathedral Kitchen is a nonprofit organization in Camden that was founded 46 years ago and uses food to change lives. CK's mission is to help people out of food insecurity and champion their pursuit of stability and prosperity. We do this through several programs. For example, we operate a soup kitchen (Meal Program) where we serve dinner every weekday and lunch on Saturdays to adults and families from Camden and the surrounding areas. Anyone may come to CK for a meal, and we provide services during the meal, primarily in partnership with other nonprofit organizations, that help our guests improve their lives

The Client Services and Data Manager will be **outside** of CK's building during the meal and in all kinds of weather **developing trusting relationships and rapport with Meal Program guests experiencing homelessness and income insecurity** and providing blankets, winter outerwear and other essentials as appropriate. The Manager will also **provide case management services** directly to some Meal Program guests, will **coordinate and oversee the services offered by CK and partners** to the community during CK's Meal Program, and will work to **expand and improve the services over time**. CK provides services directly and in partnership with other organizations, such as personal hygiene items, behavioral health, assistance obtaining government benefits, and general case management. Besides directly providing case management, the Manager will **hire and supervise one case manager**. Over the next few years we plan to expand this to a small team of case managers. Part of the Manager's job is to ensure that onsite partner staff, volunteers and guests have a positive experience at CK and that the services provided by CK and partner organizations are delivered in a way that is appropriate given guests' needs.

This position will also **oversee data and evaluation for CK's two major programs** and will need to have an interest and skill in data collection and analysis.

Strong candidates will **have a passion for working closely with, and providing resources/referrals to, people experiencing extreme poverty, homelessness, and addiction or mental health challenges**. He/she will also be committed to providing services in a welcoming, respectful and trauma-informed way and to continuously improving services to the guests. This is a position for someone who wants to **grow and improve a new program** yet is **willing to pitch in where needed** and possesses **flexibility**, the ability to de-escalate situations with guests, and a sense of humor. Candidates should be comfortable **working outdoors for part of each day**, and overseeing operations in a fast-paced environment that holds high standards for quality services.

Responsibilities:

- 1) *Builds and maintains a caseload of Meal Program guests, providing case management services (resources and referrals to on and off-site organizations). Develops rapport and trusting relationships with guests. Also shares resources with staff, as needed.*
- 2) *Supervises and coaches 1 case manager (plan is to hire more over the long term) dedicated to serving Meal Program guests.*

- 3) *Oversees/Orchestrates Services During the Meal:*
 - a. Helps ensure a safe, calm and welcoming environment outside for guests, volunteers and staff
 - b. Develops rapport with guests
 - c. Coordinates logistics (ex: setting up partner space) for daily services including filling in for someone if necessary, not including kitchen staff
 - d. Manages Meal Program case manager, partner staff on site, volunteers and guests when the Meal Program services operate
 - e. De-escalates situations involving guests
- 4) *Makes operational/logistical changes to the way services are delivered in order to make the experience for guests more trauma-informed and hospitable.*
- 5) *Coordinates Services on Site for Meal Guests:*
 - a. Maintains and strengthens relationships with existing partner organizations and brokers partnerships with new partner organizations in order to offer new needed services.
 - b. Ensures clear communication between CK and nonprofit partner organizations and their staff stationed at CK. Serves as point of contact for partner organizations' staff on the ground and their supervisors. Makes sure CK services for guests are coordinated with case managers from other organizations
 - c. Oversees the collection, entry and analysis of data related to guest outcomes and the services provided by CK and partner organizations on site.
- 6) *Manages Data and Evaluation for CK*
 - a. Serves as lead administrator for CK's new client information database, Apricot, including training users on navigation and features, designing and running reports, overseeing quality assurance regarding accuracy and completeness of data entry
 - b. Serves as administrator for CK's PowerBI reports and dashboards
 - c. Designs, administers and analyzes results of surveys used with internal and external stakeholders (clients, staff, volunteers) several times a year

Job Qualifications:

- 1) ***Passion for Cathedral Kitchen's mission and for providing case management services to CK's client population***
- 2) ***Ability to demonstrate empathy for our client population and develop rapport and trusting relationships***
- 3) Must have a BA, preferably in social work or similar field, and at least 2 years of experience providing case management to vulnerable adult populations (such as people formerly incarcerated or with substance use disorders, mental health issues, or experiencing housing and income insecurity) or an Associate's degree in social work or similar field and at least 4 years of experience working with vulnerable populations
- 4) MSW or similar advanced degree is preferred
- 5) Strong interpersonal and verbal communications skills; ability to fluently speak Spanish a plus
- 6) Interest in, and aptitude for, data and evaluation, including using databases and computer applications
- 7) Ability to work effectively and ***collaboratively*** with others to set goals, resolve problems, and make decisions
- 8) Knowledge of Camden institutions/organizations that serve people who are low-income is preferred
- 9) Strong organizational skills and attention to detail
- 10) Experience coordinating or managing programs and/or people is a plus

11) Proficient in Microsoft Word and Excel

12) **Flexibility in adjusting to changing circumstances and willingness to pitch in where and when needed. CK has a team environment.**

Competitive nonprofit salary (dependent on experience and credentials) and benefits package offered (401K, dental, medical, life, EAP, daily free lunch)

Equal Opportunity Employer

Email your resume and cover letter explaining why you are interested in the position to carrie@cathedralkitchen.org