



JOB DESCRIPTION

POSITION TITLE: Director – Client Resources

REPORTS TO: Executive Director

STATUS: Exempt

SALARY: \$65,000

JOB SUMMARY

The Director of Client Resources is responsible for oversight of programs that meet the needs of individuals living with HIV and their families. This includes support and supervision of up to 6 Anchorage-based Case Managers to ensure all services are provided in supportive and affirming environment, and in line with the values of the organization. In addition, this position supervises the Manager of the AIDS Drug Assistance Program (ADAP). The ideal candidate will possess strong interpersonal and communication skills, excellent program, budget, and grant administration skills, and a passion for supporting direct service staff.

The position is also responsible for administration of funding received through the Housing Opportunities for Persons with AIDS (HOPWA) and the Ryan White HIV/AIDS Part B program as well as funding received through direct donations and smaller grants. Administration includes oversight of data collection, quality standards, budget management, and reporting.

This position directly supervises an Anchorage based case management team providing support to approximately 200 clients living in Anchorage, the Mat-Su Valley, the Kenai Peninsula, and Prince William Sound. This position collaborates with the Director of Southeast Services for support of clients living in Southeast Alaska. This position holds a leadership role within the organization and reports to the Executive Director.

QUALIFICATIONS

Education and Experience: Experience in human services, social services, or related field and a minimum of 3 years direct experience in social services, and a minimum of 3 years supervisory experience. Minimum of 2 years' experience/responsibility for grant management, reporting, and budgeting. Preferred: Experience managing programmatic audits and reviews.

Knowledge: Possess strong knowledge of case management and community collaboration. Specific knowledge of HIV/AIDS and how it affects various aspects of an individual's life. Experience and knowledge in addressing inequities in healthcare particularly as they relate to gender identity, sexuality, race and ethnicity. knowledge of/experience with harm reduction, health disparities, and trauma-informed care, working with Protected Health Information.

Candidates with any mixture of work, lived, and educational experience are encouraged to apply.

Communication Skills: This position requires excellent verbal and written communication and listening skills with a wide variety of community members and stakeholders, including clients, funders, other staff, and the general public.

Equipment:

- Ability to operate proficiently a personal computer, fax machine, printer, and copier.
- Access to transportation.
- Cell phone required.

People in this role commonly perform the following:

- Frequent communication - verbal and written.
- Frequent sitting and/or standing.
- Repetitive movement of hands and fingers - typing and/or writing.
- Visually or otherwise identify, observe and assess.
- Occasional stooping, kneeling or crouching.
- Use math/calculations.

Certifications and Clearances: Valid driver's license; proof of auto insurance (if using a private vehicle). Federal and State background check specific to fraud or abuse of vulnerable individuals. TB test.

Access to PHI: Will have access to Protected Health Information as outlined in Four A's Privacy Policies & Procedures.

Primary Responsibilities:

- Provide services in accordance to the Four A's mission statement.
- Responsible for adhering to all policy and procedures as outlined in the Employee Handbook and other departmental procedure manuals.
- Responsible for the orientation, training, evaluation, and supervision of 6-8 team members.
- Responsible for the grant management and budget oversight of a program with multiple funding streams and an annual budget of approximately \$1.7 million.
- Develop, maintain, and revise procedures for service delivery in accordance with grant requirements and the mission and values of the organization.
- Support other directors in ensuring adherence to Financial, HR, and Privacy policies and procedures.
- Ensure services meet all requirements as outlined by the funding source and/or State/Fed law.
- Provide appropriate support to staff members while maintaining understanding and compassion for clients who have or are experiencing trauma, behavioral/mental health challenges, marginalization or are neurodiverse.
- Actively identify priorities for the delivery of supportive services and assist case managers in forecasting client needs.
- Participate in regular budget reviews and participate in variance reporting and budget revisions as needed.
- Complete monthly, quarterly, and annual reports.

- Attend local and state housing forums/coalitions and network with other affordable housing and service providers in the community to access services and increase recognition of needs of unhoused people with HIV/AIDS.
- Provide supervision and guidance to the AIDS Drug Assistance Program (ADAP) Manager.
- Manage the placement and support of clients living in three agency owned housing units and support and direct the Office Manager on routine up-keep of housing units.
- Actively support the agency's efforts to be a diverse and inclusive work environment and to continue to inclusivity in service delivery.
- Maintain relationships with HIV medical providers state-wide; coordinate quarterly provider meetings.
- Ensure that the case management team receives clinical and technical supervision either directly or by appropriately utilizing agency resources
- Actively participate in Leadership Team meetings providing support and ideas to other directors as they navigate challenges and opportunities in their departments and the agency as a whole.

Non-Essential Job Functions

This Job Description does not list all of your job duties. Occasionally your supervisor might request that you perform other reasonable duties. Review of your performance is based on your performance of the duties listed in this Job Description and these other duties. The Four A's reserves the right to revise this Job Description at any time. This Job Description is not a contract for employment. Therefore, either you or the Four A's may terminate the employment relationship at any time, for any reason, with or without notice, with or without cause.

Four A's is an Equal Opportunity Employer and makes every effort to ensure that in every phase of its recruitment and selection processes equal employment opportunity is provided to all individuals regardless of race, color, genetics, sex, gender identity or expression, sexual orientation, age, religion, marital status, change in marital status, pregnancy, parenthood, disability, national origin or citizenship, or veteran's status.

People with lived experience of drug use, incarceration or involvement with the criminal justice system, homelessness, and/or sex work; Black, Indigenous, People of Color, women, and members of the LGBTQIA+ communities; and people living with HIV/AIDS and/or hepatitis C are strongly encouraged to apply.

Interested candidates can apply by sending a resume, cover letter, and completed Four A's Employment Application found at [Employment Application-1 \(alaskan aids.org\)](https://alaskan aids.org/employment-application-1) to applicants@alaskan aids.org.