



Servants Center

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Full-time position available immediately: Client Services Specialist

Servants Center is a faith-based organization that provides guardianship, representative payee, and fiduciary services, crisis management and street outreach to the mentally ill poor and homeless in the Greater Grand Rapids area. This position will be working with current clients that are already in housing.

This position will be acting as a liaison between Servants Center, the client, client family members, hospitals, medical providers, and other agencies. Attending and participating in case management meetings, med reviews, care conferences, medical/dental/mental health appointments, and an occasional court hearing will be a regular part of this position. Arranging for transportation or transporting clients to doctor appointments, hospital and other appointments as needed using your own vehicle will be part of the job responsibility. Mileage is reimbursed. You will make home visits, facilitate moves from one housing placement to another, mentor clients in life skills, encourage healthy behaviors, good communication and compliance with treatment plans, and documenting activities, appointments, etc. Annual Probate Court reports will be completed for those clients that Servants Center serves as guardian. And when not out in the field with clients, you will help in the office as needed.

Position Requirements/Qualifications:

It would be preferred to have a minimum Associates Degree, or 2-3 years related work experience with the mentally ill poor and/or homeless population. Knowledge of case management and basic medical terminology will be helpful but not mandatory. It will be important to be able to establish trust and maintain relationships with clients, medical personnel, other professionals, case managers, court officials, etc. You should be able to work independently and as a team to maintain effective working relationships and be flexible as tasks often shift last minute. You will find the need to problem solve, make tough decisions, set boundaries, resolve conflict, and deal with the occasional crisis, all while treating clients with compassion and respect. A valid driver's license, good record, and a reliable vehicle will be necessary. A general knowledge of office systems, i.e. computers, software, etc. will be needed. We have a great team in place, and we will help and support you all along the way!

View our website to learn more about what Servants Center is all about. Interested? Fax or email your resume to us.