



COVID-19 CLIENT SERVICES, MANAGER

NYDIS is a 501(c)(3) faith-based federation of faith communities, human services providers and charitable organizations who work in partnership to provide disaster readiness, response, and recovery services to New York City.

NYDIS is seeking a Manager for our Client Services programs, with immediate availability. NYDIS' COVID-19 Client Services are currently managing Emergency Financial Assistance and Rental Assistance programs conducting intake and processing rent and utility arrears applications for households directly impacted by COVID-19. The Manager will manage current services and implement and direct news services as funding comes online. The Manager will work traditional weekday office hours and supervisor a staff team that works a variety of 7-day work schedules and settings – remote, onsite in our Midtown Manhattan office or in the field. NYDIS provides a laptop and cellular reimbursement for all remote work staff. Reports to the Executive Director.

Duties include:

- Manage a team of up to 20 Bi-lingual Case Managers serving a minimum of 520 clients/month.
- Serve as a subject matter expert on all contract requirements, processes, and operating procedures.
- In collaboration with the Executive Director, write Standard Operating Procedures and program documents in accordance with contract and NY State requirements.
- Coordinate day-to-day program objectives and outcomes with program counterparts within nonprofit partners.
- Direct staff efforts of the COVID-19 Services team to insure 7 days a week coverage at service sites and consistent, high quality intake and assessment.
- Work closely with finance team to implement detailed client data records and contract billing records under internal financial controls and procedures to ensure compliance with contracts and all program requirements.
- Build and serve as the program authority in tracking of short and long-term program metrics reports.
- Participate in sector interagency coordination and offer leadership as applicable.
- Other duties as may be assigned by senior staff.

Qualifications include:

- Resident of the Metro-NYC Area.
- Experience leading a remote work team that is linguistically and ethnically diverse.
- Experience in client services program development and supervision.
- Knowledge of NYC Housing and Rental laws, and lease review process.
- Highly organized and detail-oriented, capable of learning in a face paced, remote work environment.
- Expertise in Microsoft Excel, Outlook, and use of remote technology required.
- Exceptional communication and interpersonal skill – in person, in writing, and on the phone.
- All applicants will be given a background check and narcotics drug test prior to employment
- Client database use and data management experience preferred.
- Familiarity with NYC communities and disaster recovery resources.
- Bilingual candidates preferred.

Education and/or Experience:

- Master's degree preferred or equivalent experience, LMSW or MSW preferred.
- Experience in supervising case management or other direct client services required.

Salary range \$60-70,000 negotiable and is commensurate with experience, with excellent benefits.

No Phone Calls

Send Cover Letter, Resume & 3 Professional References to office@nydis.org

All qualified candidates should apply – candidates from ethnic and religious minorities are strongly encouraged to apply. NYDIS does not discriminate against any individual or group for reasons of age, color, creed, culture, gender, gender identity, marital status, mental or physical disability, national origin, religion, sexual orientation, or race.