



Client Services Coordinator

Background

Freedom Service Dogs of America is a nonprofit organization located in Englewood, CO that unleashes the potential of dogs by transforming them into custom-trained, life-changing assistance dogs for people in need. Clients include children, veterans and active duty military, and other adults. Their disabilities include autism, traumatic brain injury, cerebral palsy, spinal cord injuries, muscular dystrophy, multiple sclerosis, and post-traumatic stress.

Position Summary

Position Title: Client Services Coordinator

Position Type: Full time, non-exempt

Compensation: Commensurate with Experience

Benefits: Medical, dental, and vision insurance covered in part by employer; 401k plan with company match.

Summary

Manage application process, interviews, and training for clients with neurocognitive disabilities, including autism. Provide ongoing support for service dog and therapy dog teams including recertification. Manage all client processes and communication using an online database. Manage Disco's Dogs training program. Support Pawsitive Connection Intern Program. Ensure adherence to Assistance Dogs International (ADI) standards for clients and assistance dogs. Reports to Client Services Manager.

Essential Functions

The essential functions listed below are intended only as illustrations of the various types of work that may be performed; the omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to be completed by the position:

Client Acceptance, Wait List and Matching

- Review client applications and follow-up as needed with references, health care professionals and others for applicants with neurocognitive disabilities including autism
- Schedule and conduct interviews with client candidates in person locally, and via Skype for remote clients.
- Determine acceptance or denial and communicate the decision in a timely manner
- Communicate on a quarterly basis with active clients and clients on the wait list to manage expectations and monitor changes in client needs
- Educate dog training staff on needs of clients with neurocognitive disabilities including autism to assess potential and timely dog/client matches
- Schedule and conduct client matching interviews coordinating with dog operations staff
- Respond to inquiries about service dogs for potential clients

Client Placement & Graduation

- Assist Client Services Manager in scheduling and coordinating placement classes as needed

- Communicate with clients with neurocognitive disabilities about class expectations and logistics
- Provide support to clients during placement class as needed
- Provide support to clients during graduation

Graduate Support Services

- Manage communication with active client/dog teams to maintain up-to-date records
- Address client/dog team training issues as needed
- Ensure required ADI re-certifications are completed in a timely manner
- Provide re-certification testing to active clients with mobility disabilities, children and teen clients with neurocognitive disabilities, and therapy dog clients
- Coordinate with Client Services Manager and Veteran Services Coordinator to schedule re-certification testing as needed
- Provide ongoing support for client/dog team graduates

Disco's Dogs

- Revise Disco's Dogs (DD) curriculum as needed to increase clients participation and maximize learning
- Schedule DD class twice a year and coordinate logistics for classes
- Communicate with clients about class expectations and logistics
- Coordinate with assigned Dog Trainer on class implementation
- Ensure public access test is completed as required by ADI

Client Outreach and Acquisition

- Provide outreach and education at local, statewide and nationwide levels to educate about the benefits of service dog for children and teens with neurocognitive disabilities, including autism
- Cultivate and maintain relationships with programs and other entities that serve or support individuals with neurocognitive disabilities
- Maintain a resource directory to assist individuals with neurocognitive disabilities

Data Collection & Reporting

- Ensure all client data and documentation is entered into Apricot database in a timely manner
- Create reports to help manage wait lists, client communication and matching process
- Administer and track evaluations completed by clients with neurocognitive disabilities to evaluate program effectiveness and sustainability

Pawsitive Connection Program

- Assist with recruitment and management of MSW interns from the University of Denver
- Assist with curriculum development, implementation and evaluation of program
- Assist with management of program partnerships
- Assist with expansion of community connections to grow the program in alignment with FSD client populations

Other

- Represent FSD at community events, participate in presentations and conduct demonstrations as requested
- Work with PR & Marketing Director to collect client stories for use with the media, marketing materials and public relations
- Participate in continuing education related to mental health, animal-assisted therapy, children, veterans, client needs and dog training
- Assist with dog play groups as needed
- Adhere to FSD dog care and training standards
- Assist with dog care, kennel care and cleaning as needed
- Drive company vehicles to transport dogs and for other Organization needs
- Any other duties that may be assigned

Supervisory Responsibility

Responsible for training, assigning tasks to, and monitoring volunteers assisting with client services. Assist with supervision of Pawsitive Connection program as needed.

Work Environment

This job operates in a professional office environment. Employees will work in close proximity with all types and breeds of dogs to help socialize dogs in training. The noise level in the office environment is usually moderate. Occasionally, this job operates in dog kennels and surrounding areas. The noise level in dog kennels environment can often be loud. The location is a non-smoking environment.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, keyboards or controls; reach with hands and arms; and talk or hear. The employee is expected to communicate frequently with others. The employee is frequently required to stand and bend. The employee is occasionally required to walk; escort visitors in or around the office; climb or balance; go up or down stairs; and stoop, kneel, crouch, or crawl.

The employee must regularly lift and/or move up to 10 pounds. This includes the ability to retrieve and distribute files, written documents or office supplies and ability to retrieve and replace objects.

The employee must have the ability to bend, stretch, and lift and replace files and books from drawers and shelves; rapidly use printers, computer equipment, copy machine, and other general office machines.

This job requires occasional handling dogs in training of up to 100 pounds on and off leash.

Work occasionally requires more than 40 hours per week to perform the essential duties of the position; may require irregular hours to accommodate unforeseen demands outside of regular hours.

Position Type and Expected Hours of Work

This is a full-time, non-exempt position consisting of approximately 40 hours of work per week. Days and hours will vary due to organizational needs. When Disco's Dogs classes are offered (two 16-week classes per year), regular days and hours of work are Sunday through Thursday. However, when classes are not in session, the position is Monday – Friday from 8:30 am – 5:00 pm. This position will require occasional evenings and/or weekends to meet with clientele, give presentations, and assist with events, but will primarily be during business hours.

Travel

Local travel, such as travel to special events, client meetings, and presentations, is expected. Out of state travel is occasionally required to attend a training or other Organization needs.

Required Education, Experience and Competencies

- Bachelor's degree required in social work, education, counseling, psychology, sociology, or related field
- Two (2) years experience working with individuals with neurocognitive disabilities including autism

- Competency in Microsoft Office, including Microsoft Word, Microsoft Outlook, and Microsoft Excel
- Competency in database management

Preferred Education, Experience and Competencies

- Master's degree in education, counseling, psychology, sociology or related field.
- Experience in case management for diverse populations
- Experience working at or volunteering for a nonprofit organization
- Must possess excellent interpersonal skills; must have the ability to establish and maintain effective relationships with others including diverse individuals and groups
- Bilingual English/Spanish
- Experience with program evaluation

Required Skills and Competencies

Intellectual Skills:

- Ability to collect and research data and analyze diverse information to make recommendations to management.
- Ability to display original thinking and creativity and meet challenges with resourcefulness.
- Ability to generate suggestions for improving work and develop innovative approaches and ideas.

Leadership Skills:

- Ability to make decisions with sound and accurate judgment; support and explain reasoning for decisions and includes appropriate people in decision-making process; makes timely decisions.
- Ability to develop strategies to achieve organizational goals; understand organization's strengths and weaknesses and adapt strategy to changing conditions.
- Ability to manage change; develop workable implementation plans; communicate change effectively; build commitment and overcome resistance to change; and support those affected by change.

Language and Communication Skills:

- Ability to communicate effectively with donors, direct reports, management, peers, stakeholders and volunteers.
- Routinely utilize advanced English language skills to edit documents and to prepare reports and correspondence, including spelling, sentence structure, syntax, grammar, usage, and the chief aspects of style, such as punctuation, capitalization, abbreviations, plurals and possessives, and compound words.
- Ability to speak clearly and persuasively in positive or negative situations, listen and get clarification, and respond well to questions.
- Ability to make presentations comfortably to small and large groups.

Reasoning Ability:

- Ability to solve practical problems and deal in a variety of situations using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to interpret and to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to maintain a high level of mental concentration and effort and strain when performing a high volume of analyses and decision making as well as other essential duties.
- Must exercise professional conduct, understand and follow FSD and ADI ethics and standards and maintain a high level of confidentiality in all duties.

Office Skills:

- Proficiency in Microsoft Word, Excel, PowerPoint, and Outlook and typing proficiency.
- Proficiency with database management systems.

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to work independently, prioritize work and solve problems.

Additional Eligibility Qualifications

Must have a valid driver's license and maintain current vehicle insurance.

Work Authorization

Must be authorized to work in the United States.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Essential and marginal job duties, responsibilities and activities may change at any time with or without notice.

Equal Opportunity Employment

Freedom Service Dogs is dedicated to the principles of equal employment opportunity in any term, condition, or privilege of employment. We do not discriminate against applicants, clients, graduates or employees on the basis of race, color, creed, national origin, sex, age, religion, marital status, sexual orientation, gender identity or expression, veteran status, physical or mental disability, or any other status protected by state or local law.

To Apply

To apply, please send your resume and cover letter to info@freedom servicedogs.org with the subject line "Client Services Coordinator".