

**Job Title**: BILINGUAL CLIENT SERVICES COORDINATOR

**FLSA**: Non-Exempt, Full-time

**Hourly Rate**: $21

**Supervisor:** DIRECTOR OF NUTRITION SERVICES

**Position Description:** The Bilingual Client Services Coordinator registers clients referred to Mama’s Kitchen by case managers or healthcare providers in accordance with all funding requirements and Mama’s Kitchen policies and procedures for all meal services (home delivered meal and pilot programs). The Bilingual Client Services Coordinator maintains the client profile data base used to produce the daily meal count, special diet requirements, and monthly date required by Mama’s Kitchen and funding sources.

**Primary Responsibilities**:

1. On a daily basis designate funding for new clients, update all client record changes, dietary changes and restrictions.
2. Register clients and dependents for meal delivery in accordance with agency and all funding source policies and procedures.
3. Review data kept in software to ensure accuracy.
4. Maintain all client data required by Mama’s Kitchen and their funding sources.
5. Analyze client data to identify, project, and recommend program changes needed in client services.
6. Maintain relationships with case managers and health care provider referral sources to ensure client documentation is current, educate them on services of Mama’s Kitchen, and accept new referrals.
7. Monitor client compliance regarding stopping and starting meals in accordance with Mama’s Kitchen policies and procedures.
8. Notify clients of any changes to the standard meal delivery schedule.
9. Prepare and maintain clients’ files
10. Work with the Executive Chef, Bilingual Certified Dietary Manager, and Registered Dietician to ensure client dietary needs are met.

**Other Duties:**

1. Available to perform other duties as requested by the Director of Nutrition Services.
2. Assist other staff during heavy workload.

**Required Skills:**

1. 4-year college degree and 2 years of experience in social services.
2. Good organizational skills
3. Experience working with people with AIDS, substance abuse, or mental illness preferred
4. Computer literacy
5. Ability to lift 50 lbs
6. Must be dependable and self-motivated
7. Ability to learn new software applications
8. Good communication skills and diplomacy interfacing with staff, clients, volunteers, and donors.
9. Professional
10. Experience in working with a diverse group of people
11. Ability to work in multi-person multi-activity space.
12. Must have valid California Drivers License, dependable car, clean DMV record, and proof of insurance.

**Vision Statement:**

At Mama’s Kitchen, we envision a community where all individuals with critical illnesses are no longer vulnerable to malnutrition.

**Mission Statement**:

Mama’s Kitchen believes that everyone is entitled to the basic necessity of life – nutritious food. Our services improve the health and well-being of individuals and families vulnerable to malnutrition due to critical illness.

**Mama’s Kitchen Core Values**

**Dignity and Respect**: Focus on the individual is at the heart of everything we do at Mama’s Kitchen. Mama’s Kitchen fosters a community where mutual respect and dignity are preserved by promoting humanity, compassion and empathy towards our clients, donors, volunteers and staff.

**Reliability**: Mama’s Kitchen is resourceful, efficient, and flexible. Our clients tell us that reliability is what sets Mama’s apart from other organizations.

**Integrity**: Guided by honesty, loyalty and a commitment to confidentiality, Mama’s Kitchen is responsive to the needs of all our clients, volunteers, donors and staff. We pride ourselves in doing what we say we are going to do.

**Diversity**: Mama’s Kitchen is an all-inclusive family. We foster a welcoming environment and embrace all members of the community without judgment.

**Team Work**: Mutual effort and unity are the ingredients that allow our mission to succeed.

**Equal Opportunity**

Mama’s Kitchen has a long-standing commitment to equal employment opportunity for all applicants for employment. Employment decisions including, but not limited to, those such as employee selection, performance evaluation, administration of benefits, working conditions, employee programs, transfers, position changes, training, disciplinary action, compensation, and separations are made without regard to race, color, religion (including religious dress and grooming), creed, national origin, nationality, citizenship status, domestic partnership status, ancestry, gender, affectional or sexual orientation, gender identity or expression, marital status, civil union status, family status, age, mental or physical disability (including AIDS or HIV-related status), atypical heredity cellular or blood trait of an individual, genetic information or refusal to submit to a genetic test or make available the results of a genetic test, military status, veteran status, or any other characteristic protected by applicable federal, state, or local laws.

**Please send Resume and cover letter to** [**jobs@mamaskitchen.org**](mailto:jobs@mamaskitchen.org)**.**