



### **Client Services Specialist**

Reports To: Operations Manager & Senior Director, Kauhale Management Services

Education: High school diploma or equivalent; degree in social work or related field preferred

Salary: \$54,000

Position: Full-Time, Non-Exempt

Schedule: Full-time, occasional evenings & weekends may be required

Location: Maui Offices in Kahului

### **About Kauhale Management Services:**

Kauhale Management Services is committed to empowering individuals and families through housing stability, workforce development, and community-based support. We believe that every person deserves the opportunity to thrive, and we work to remove barriers to employment, education, and financial mobility through culturally responsive and trauma-informed services.

### **Job Description:**

The Client Services Specialist plays a critical role in supporting individuals transitioning out of homelessness or unstable housing by coordinating intake processes, managing operational logistics, tracking program data, and connecting clients to workforce development and community-based support services. This position ensures smooth program entry, accurate documentation, and effective service coordination to promote client stability and self-sufficiency.

### **Duties & Responsibilities:**

#### Intake & Client Engagement

- Conduct initial intake interviews, eligibility screenings, and needs assessments.
- Maintain accurate and confidential client records in accordance with agency and funder requirements.
- Provide orientation to new clients regarding program expectations, services, and resources.
- Coordinate interpreter services for LEP clients as needed.

#### Operations & Program Support

- Manage day-to-day administrative operations including scheduling, data entry, and reporting.
- Track housing placements, workforce training enrollments, and service referrals.
- Support logistics for workshops, job fairs, and community events.
- Ensure timely communication between clients, case managers, and external partners.
- Provide administrative support for maintenance work orders.
- Respond to security incidents or emergencies following established protocols.



#### Partnerships & Community Engagement:

- Liaise with community organizations to facilitate referrals for housing, employment and education.
- Assist in developing and maintaining a resource directory for client use.
- Monitor client progress and follow up on service outcomes.

#### Data Tracking & Reporting

- Maintain and update program databases with client demographics, service utilization, and outcome metrics.
- Generate regular reports for internal review and external funders.
- Monitor data quality and ensure compliance with privacy and reporting standards.
- Collaborate with program staff to analyze trends and improve service delivery.
- Maintain accurate records of policy violations, incidents or concerns.

#### Physical Requirements:

- Ability to sit at a desk and use a computer for extended periods.
- Occasional standing, walking, bending, reaching, and lifting of light office items up to 25 lbs.
- Ability to operate general office equipment such as computers, printers, photocopiers, scanners, phone systems, postage meters, etc.
- Hand-eye coordination and manual dexterity to use office equipment and handle paperwork.
- Visual acuity to read printed and electronic documents and computer screens.
- Ability to communicate verbally and in writing.
- Hearing and speaking abilities for in-person, phone, and video conversations.

#### Qualifications:

- Prior experience in similar role preferred.
- Ability to manage stressful situations with sensitivity and professionalism
- Basic knowledge of social services and resources.
- Strong organizational skills with attention to detail.
- Strong interpersonal and communication skills.
- Experience working with diverse populations, including LEP clients a plus
- Proficiency in Microsoft Office and case management software; experience with data systems such SharePoint and Smartsheet.
- Ability to work independently and collaboratively in a team environment.
- Commitment to HomeAid Hawai'i's mission and values.