

Client Services Manager

Title: Client Services Manager

Reports To: Senior Program Manager of Employment & Housing Services

Department: Mission Programs

Manages: Employment & Housing Navigators, MSW Interns, Volunteer Support Staff

Uplift Northwest (ULNW) is the go-to temporary staffing and support services organization, proudly serving the greater Seattle area for over 100 years. We are looking for a Client Services Manager to help advance our mission of guiding people on their path to self-sufficiency through employment, job readiness, workforce development, supportive housing, and wraparound services. ULNW is committed to serving individuals who are living in poverty and may be experiencing homelessness by providing supportive services and skills training in high-demand jobs. To learn more about our work in the community, please visit www.upliftnw.org.

Client Services Manager

The Client Services Manager leads complex participant care and supervises Uplift Northwest's Career Pathways and Housing Navigator team. This role supports Navigators in assessing participant needs, developing individualized service plans, and connecting participants to employment, housing, and wraparound supports. The Client Services Manager also oversees support services and housing coordination within the Mission Programs department, strengthens community partnerships, and advocates for participants navigating housing, career readiness, and job placement processes. In partnership with the Career Center Program Manager, the Client Services Manager ensures coordinated, participant-centered services for individuals engaged in career readiness and employment pathways.

Essential Duties and Responsibilities:

Team Leadership and Supervision

- Partner with the Senior Program Manager to build, support, and sustain an effective Career Pathways and Housing Navigator team.
- Train, mentor, and supervise Navigators, MSW interns, and other support staff who work directly with program participants.
- Facilitate weekly individual and team supervision meetings, review caseloads, and support equitable caseload distribution and management.

EMPOWERMENT THROUGH EMPLOYMENT

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- Manage personnel and program resources, including staffing analysis, hiring, coaching, and labor relations.
- Evaluate the quality and effectiveness of career and housing navigation services, including Navigator skills, goals, and performance.

Client Services and Case Management

- Support participant intake and collaborate with team members to assess participant skills, interests, employment needs, housing needs, barriers, preferences, and financial circumstances.
- Collaborate with the Navigator team to develop, implement, and update individualized service plans that address employment, housing, and achievement goals.
- Assess high-risk or complex participant situations and support a safe, responsive service environment.
- Advocate for participants and coordinate across medical, housing, legal, behavioral health, and other social service systems.
- Monitor Career Center activity and connect participants to job training, apprenticeships, internships, and employment opportunities.

Housing and Workforce Navigation

- Ensure the Navigator team is trained to guide participants through internal and external assistance programs, including housing, workforce readiness, and wraparound supports.
- Support participants with housing applications by ensuring materials are accurate and complete and coordinate with property managers and housing authorities to resolve application-related concerns.
- Collaborate with internal and external case managers, social service providers, and community organizations to address barriers to housing stability.
- Maintain current knowledge of local, state, and federal housing regulations, programs, and resources.

Compliance, Reporting, and Program Improvement

- Partner with the Senior Program Manager to develop standard operating procedures for participant assessment, case notes, service delivery, and documentation in required data systems.
- Maintain accurate, confidential participant records in accordance with agency policies, state confidentiality laws, program contracts, and state guidelines.

EMPOWERMENT THROUGH EMPLOYMENT

- Manage budgets, monitor expenses, prepare reports, and ensure compliance with organizational, state, and federal requirements, including HIPAA, HMIS, and other participant care systems.
- Complete BFET and Coordinated Entry training and certification and ensure Navigators are trained and supported to enroll participants in these services.

Community Partnerships and Communication

- Build and maintain collaborative relationships with workforce development and housing providers, governmental agencies, healthcare systems, and behavioral health systems.
- Communicate clearly and professionally in writing, in conversation, and in group settings as a solution-oriented facilitator and program representative.

Training and Service Quality

- Enhance customer service and participant safety through staff training that supports clinical competency, technology skills, and adherence to program standards.
- Participate in ongoing training and professional development; provide educational resources to staff and volunteer advocates.
- Support staff in delivering culturally responsive, trauma-informed, participant-centered services that promote hope, choice, opportunity, and long-term success.
- Perform other duties as assigned.

Qualifications

- Bachelor's degree in social work, human services, public administration, nonprofit management, workforce development, or a related field; equivalent lived, professional, or educational experience may be considered.
- Three or more years of experience in case management, housing navigation, workforce development, human services, or a related direct service environment.
- Demonstrated experience supervising, coaching, training, or supporting staff, interns, volunteers, or multidisciplinary teams.
- Knowledge of housing stability resources, workforce readiness services, community-based supports, and barriers affecting individuals experiencing poverty, unemployment, housing instability, or related challenges.
- Ability to maintain accurate, confidential records and follow applicable agency policies, contract requirements, and state and federal confidentiality standards.

EMPOWERMENT THROUGH EMPLOYMENT

- Strong written, verbal, interpersonal, and facilitation skills, with the ability to communicate effectively with participants, staff, partners, and community stakeholders.
- Commitment to culturally responsive, trauma-informed, participant-centered services that promote equity, dignity, and long-term stability.
- Proficiency with Microsoft Office and experience using case management, client care, HMIS, or other data systems; ability to complete required BFET and Coordinated Entry training and certification.

Hours and Work Schedule

This is an exempt position with a primarily in-office schedule, Monday through Friday. Some remote work may be available based on organizational needs and supervisor approval.

Salary and Benefits

- Annual salary range: \$80,000–\$90,000, with bonus incentive opportunities based on organizational, team, and individual goals.
- Medical, dental, and vision coverage.
- Retirement plan with employer matching program.
- 12 paid holidays annually.
- Vacation and sick leave.
- Paid parking or ORCA card.

Physical Demands

The physical demands described below are representative of those required to successfully perform the essential functions of this role. Reasonable accommodation may be made to enable individuals with disabilities to perform these functions.

- Regularly sit, walk, talk, hear, and use hands to handle or feel objects, tools, or controls.
- Occasionally stand, reach with hands and arms, and lift or move up to 30 pounds.
- Use visual abilities including close vision, distance vision, depth perception, and the ability to adjust focus.

Work Environment

The work environment described below is representative of the conditions an employee may encounter while performing the essential functions of this role. Reasonable accommodation may be made to enable individuals with disabilities to perform these functions.

EMPOWERMENT THROUGH EMPLOYMENT

Work is performed indoors in a general office environment. The noise level is usually moderate and may include typical office sounds such as computers, printers, telephones, and personnel traffic.

To Apply:

Please send a cover letter and resume to: HR@upliftnw.org