



JOB DESCRIPTION ENGAGEMENT MANAGER

HopeNet is a faith based nonprofit organization transforming lives through coaching and counseling. For over 30 years HopeNet has provided mental health services based on the ability to pay made possible by donor support. Building on our expertise in mental health, we are expanding our impact in the community through professional coaching and training.

DESCRIPTION:	The Engagement Manager provides office and technology support for operational integrity and professional customer services and supervision of assigned staff and volunteers. Provide intake service and presentations in the community about HopeNet services for networking and community collaboration.
POSITION GOAL:	Execute office administration, coordination, scheduling and resourcing clients for Program services.
QUALIFICATIONS:	Associate or bachelor's degree in social work preferred. Strong technology skills and demonstrated knowledge of Microsoft Office products including Word, Excel, and PowerPoint. Assessment or coaching credentials preferred.
EXPERIENCE:	Administrative experience with ability to multi-task. Non-profit organization or church experience preferred. High level of confidentiality required. Coaching or case management experience preferred.
TERMS:	Full Time; Exempt from overtime
REPORTS TO:	Program Director

RESPONSIBILITIES

- RESPONSIBILITY 1:
- 1. Client Care**
 - 1.1. Guide new clients during the pre-enrollment phase and schedule their first appointment as directed by the Program Director.
 - 1.2. Ensure strict adherence to HopeNet's confidentiality policy & protocols in all interactions with clients and potential clients.
 - 1.3. Supervise client cases, including handling exit letters, surveys, client interviews, filing, and other related tasks.
 - 1.4. Assist clients with accessing and tracking assessments according to their service agreement.

RESPONSIBILITY 2:

2. Client Intake Management

- 2.1. Provide intake appointment services per agreement, including referrals and pre-enrollment for services as needed, leveraging interns' assistance based on availability.
- 2.2. Provide training to interns on Simple Practice and the intake process.
- 2.3. Facilitate first appointment services, conducting intake appointments at HopeNet, evaluating the client's environment, strengths, physical, emotional and spiritual needs.
- 2.4. Collect and enter client data and documentation.
- 2.5. Provide client care while adhering to processes and file management protocols.
- 2.6. Maintain file notes, oversee follow ups and manage case closures.
- 2.7. Utilize a strength-based approach and the Bridges Out of Poverty model to build community resources where applicable.

RESPONSIBILITY 3

3. Program Team Communication & Operations

- 3.1. Assist in updating the Program Director's protocols and processes.
- 3.2. Manage client documents and case filing.
- 3.3. Provide support to Program staff & Program Director as required.
- 3.4. Monitor and manage provider availability.
- 3.5. Conduct orientation training on Simple Practice for all users and assist Program Director in maintaining client software integrity.
- 3.6. Ensure all client electronic forms are current and accessible for staff.
- 3.7. Serve as a liaison to relay relevant insurance information to program staff.
- 3.8. Supervise the reconciliation of insurance claims.
- 3.9. Assist in maintaining accurate and updated client data for Program statistics.
- 3.10. Generate and distribute data statistics reports to the Program Director at designated intervals.

RESPONSIBILITY 4:

4. Community Resource Coordinator

- 4.1. Provide individual Connection Quest services.
- 4.2. Recruit, interview & select HopeNet Getting Ahead group participants based on available funding.
- 4.3. Assist in distributing materials about services for inbound & outbound referral sources to staff and prospective clients.

- 4.4. Compile and maintain a comprehensive client care resource database (Resource Network Database) by gathering and tracking community resources.
- 4.5. Collaborate with a network of community partners.
- 4.6. Schedule community visits with resource partners, informing and engaging partners around HopeNet's mission and available services
- 4.7. Assist in promoting & tracking community awareness for Engagement services.
- 4.8. Conduct seminars about HopeNet's Program Services
- 4.9. Field organization inquiries for the Program Director and Program Supervisors regarding potential clients seeking coaching, counseling, and training.

RESPONSIBILITY 5:

5. Front Desk Supervisor

- 5.1. Provide training and supervision for the Office Specialist.
- 5.2. Manage client payment processing and tracking.
- 5.3. Support the Office Specialist in data entry and generating reports within Simple Practice, including billing, demographic, and outcome data.

RESPONSIBILITY 6:

6. Team Collaboration & Community Awareness

- 6.1. Effectively communicate with staff in verbal and written forms
- 6.2. Participate in team/staff meetings as scheduled
- 6.3. Provide progress updates in meetings with Supervisor
- 6.4. Represent HopeNet at fundraising and networking events
- 6.5. Other duties as assigned

RESPONSIBILITY 7:

7. Mission & Ethics

- 7.1. Model and foster emotional and Christian spiritual wellness within staff.
- 7.2. Represent and uphold the HopeNet mission to "offer professional mental health and wellness services, based on Christ's love, aimed at restoring dignity and hope."
- 7.3. Exhibit integrity in all matters of ethics.
- 7.4. Demonstrate authentic commitment to the Biblical principles of the Christian faith.