



Position Title: Client Services Specialist
Position Type: Regular, Full time
Salary: \$66,600 -\$78,300, commensurate with experience
Pay Frequency: Annual

A. POSITION PURPOSE

The Northern California Innocence Project (NCIP), a clinical program of Santa Clara University School of Law, seeks a Client Services Specialist to provide support and assistance to freed NCIP clients and serve as a bridge in their transition to life outside of prison after wrongful incarceration. The Client Services Specialist is a new position at NCIP and will be tasked with helping to design and implement a comprehensive post-release client services program.

NCIP's mission is to promote a fair, effective and compassionate criminal justice system and protect the rights of the innocent. The Client Services Specialist is a full-time, exempt two-year fixed-term position with the possibility of extension depending on funding. The Client Services Specialist reports to NCIP's Executive Director and will 1) provide direct social work and case management services to freed NCIP clients, 2) develop client-focused initiatives and activities to help NCIP clients successfully transition back into society, and 3) develop and implement a clinical teaching module for inclusion in the NCIP curriculum. NCIP strives for diversity among its applicant pool as well as within its staff. We strongly encourage people from all backgrounds, especially racial, ethnic, gender and sexual orientation minorities, veterans, people with disabilities, and smart people with non-linear/non-traditional experience and educational backgrounds to apply for this position. Most importantly, no matter their background, the person selected for this position must embrace, advocate for, and deeply value equity, diversity, and inclusivity.

B. ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Direct Practice

- Meet with incarcerated clients pre-release to assess needs, build rapport, and develop short and long term goals specific to pre and post release
- Facilitate necessary preparations for client release, including but not limited to provision of clothing, housing, vital documents, food, transportation, cell phone, and any other necessary services
- Provide post-release services, develop individualized service and case management plan, and make referrals to agencies and other providers of health care, psychological care, counseling, educational and employment services as needed
- Ensure comprehensive client needs assessment for mental health, substance abuse, co-occurring disorders, and medical needs
- Hold regular meetings and check-ins with clients and conduct follow-up as appropriate
- Work closely with NCIP staff, families, friends and others in clients' support networks
- Establish and maintain consistent and thorough case files, and document findings in client records according to established protocol
- Submit reports on clientele, behavioral health consultations, screenings, assessments and brief treatment encounters, as appropriate
- Develop effective working relationships with external partners including other re-entry organizations, community mental health providers, and other service providers

2. Client Initiatives and Conference Activities
 - Develop curriculum and provide in-person and virtual facilitation for group client sessions, as needed
 - Organize annual exoneree summit and/or other client-focused gatherings or events as appropriate
 - Collaborate with NCIP staff regarding ongoing projects and new client-focused initiatives
 - Arrange client travel to the annual Innocence Network Conference and design, implement and support clients' involvement at the conference
 - Other related duties as required
3. NCIP Clinic
 - Develop and implement a clinical teaching module for inclusion in the NCIP curriculum, for clinic students to learn about and help NCIP continue to embrace our whole client approach to advocacy

C. PROVIDES WORK DIRECTION

The Client Services Specialist will not directly supervise any NCIP staff members, but will provide guidance to NCIP staff collaborating on client services for which the Client Services Specialist is responsible.

D. RECEIVES WORK DIRECTION FROM

Receives work direction from Executive Director.

E. GENERAL GUIDELINES

1. Recommends initiatives and implements changes to improve quality and services.
2. Identifies and determines cause of problems; develops and presents recommendations for improvement of established processes and practices.
3. Maintains contact with clients and staff and solicits feedback for improved services.
4. Maximizes productivity through use of appropriate tools; planned training and performance initiatives.
5. Researches and develops resources that create timely and efficient workflow.
6. Prepares progress reports; informs supervisor of project status; and deviation from goals. Ensures completeness, accuracy and timeliness of all operational functions.
7. Prepares and submits reports as requested and required.
8. Develops and implements guidelines to support the functions of the unit.

F. QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The items below are representative of the knowledge, skills, abilities, education, and experience required or preferred.

This position requires the ability to effectively establish and maintain cooperative working relationships within a diverse multicultural environment.

1. Knowledge, Skills and Abilities

- Must have an informed understanding of trauma and how to provide trauma-informed care with marginalized communities and their ongoing intersectional oppression
- Ability to manage client crises and develop crisis intervention training
- Ability to develop and implement counseling programs for individuals and small groups
- Must be a goal oriented and self-motivated person who can demonstrate accountability, initiative, creativity and focus in an intellectually stimulating environment
- Demonstrates strong interpersonal skills and the ability to collaborate, build alliances, and achieve results within a population that may possess competing interests, opinions and/or expectations
- Demonstrates strong active listening skills and ability to negotiate positive outcomes
- Possesses a positive attitude, sense of humor and flexibility

- Strong organizational skills, including a well-developed attention to detail and follow-through
- Demonstrated ability to prioritize tasks, manage multiple projects at a time, work well under pressure, and meet deadlines in a fast-paced environment
- Flexible and creative problem-solver, possessing strong critical thinking skills
- Collaborative team-player but can take initiative, work independently, exercise good judgment, and make decisions based on established procedures
- Required to have a valid driver's license and personal transportation vehicle available for travel to client meetings (mileage is reimbursed)
- Flexible work hours, ability to work some evenings and weekends
- Appreciation for the mission of Santa Clara University and demonstrated commitment to NCIP's mission, values and goals
- Respectful of all people regardless of socioeconomic background, race, culture, religion, sexual orientation, disability, gender or gender identity

2. Education and/or Experience

- Must have a Masters in Social Work (MSW) or a related master's degree

Preferred:

- Licensed Master Social Worker (LMSW) or Clinical Social Worker (LCSW) preferred
- At least 3 years of experience in clinical counseling
- At least 3 years of experience working with social services, such as procuring public benefits or enrollment in entitlement programs
- Experience working with formerly incarcerated population, their support networks, and community-based organizations in supporting reentry a plus
- Fluency in Spanish a plus

F. PHYSICAL DEMANDS

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. In accordance with the Americans with Disabilities Act, as amended, the California Fair Employment & Housing Act, and all other applicable laws, SCU provides reasonable accommodations for qualified persons with disabilities. A qualified individual is a person who meets skill, experience, education, or other requirements of the position, and who can perform the essential functions of the position with or without reasonable accommodation.

- Considerable time is spent at a desk using a computer terminal.
- May be required to travel to other buildings on the campus.
- May be required to attend conferences, training sessions or meetings within Bay Area or in- or out-of-state locations.
- Occasional evening or weekend work may be required.

H. WORK ENVIRONMENT

The work environment characteristics described below are representative of those an employee encounters while performing the essential functions of this job.

- Typical office and computer lab environment, with remote work opportunities.
- Mostly indoor office environment with some windows.
- Offices with equipment noise.
- Offices with frequent interruptions.
- Flexible work hours.