

GREAT CAREERS START HERE!

Are you interested in becoming a valued member of an award-winning team of professionals who are dedicated to helping ease hardship & foster financial stability in our community? We'd love to hear from you! Apply today for the **Vice President of Client Programs** position by sending your resume to: jobs@nfcchelp.org

Job Summary: The Vice President of Client Programs (VPCP) is a senior leadership role responsible for creating and implementing the Client Services department strategy for NFCC. This includes creating programs and services, monitoring their effectiveness, ensuring funds are distributed appropriately, monitoring case files, and managing the Client Services staff. Responsible for leading and overseeing client intake, case management, impact and outcomes data, education (GED/English classes) and workforce development programs.

Job Duties and Responsibilities:

- Develop and execute a comprehensive programming strategy that strengthens the organization's ability to meet the unique needs of the clients and community members the organization serves.
- Provide strategic counsel to the President on client engagement and service initiatives while ensuring program development aligns with organizational mission through continuous innovation and executive team collaboration.
- Establish, track, and report program performance metrics and statistical data to the President, demonstrating community impact while working to achieve highly successful client outcomes and establish a continuum of care for all clients.
- Manage financial resources through annual budget development, ongoing monitoring, and strategic oversight of program expenditures to meet client needs and funding objectives according to established guidelines and grant funding contractual requirements.
- Analyze data and create accurate and timely reports to ensure that effective service delivery to clients.
- Oversee Client Services staff through comprehensive management—recruitment, development, and performance assessment—while fostering team collaboration and implementing succession planning to ensure service continuity.
- Serve as NFCC's ambassador to stakeholders and community partners while cultivating new relationships with businesses, churches, and non-profits to enhance client services through strategic collaborations.
- Communicate effectively through written and verbal channels while engaging professionally with diverse stakeholders, including delivering engaging presentations to audiences of all sizes.
- Be an integral part of planning, organizing, and successfully executing NFCC events for our clients and community members.
- Provide support to the President for Board of Directors meetings and retreats.
- Responsible for the audit of case files to ensure documents and case records are maintained in compliance with applicable rules, regulations, policies, and procedures.
- Responsible for ensuring a positive customer service environment and managing client escalations with compassion, dignity and respect for all clients.
- Organize and lead the Board of Directors Program and Advocacy Committee.
- Responsible for the relationship development for referral programs.
- All other duties as assigned by President.

If this sounds like the role for you, we'd love to meet you! Please submit your resume to jobs@nfcchelp.org.

Required Skills and Abilities:

- Experience in creating and managing strategic plans and budgets.
- Able to cope with emotionally intense client cases and thrive in a compassion-driven work environment.
- Exercise sensitivity when interacting with women and children from vulnerable populations, preserving client dignity while addressing the needs of a diverse community.
- Prior experience in developing effective programs and services for clients.
- Experience in managing client cases.
- Able to complete a high volume of tasks and projects independently. Must be focused, flexible, and able to navigate shifting priorities.
- Strong business and organizational acumen.
- Possess a high degree of integrity and discretion in handling confidential and sensitive information.
- Strong leadership skills with the ability to manage and motivate staff.
- Excellent interpersonal skills.
- Experience in non-profit public relations and community engagement.
- Criminal background clearance and negative drug test screening.

Supervisory Responsibilities: This role is responsible for supervision of Client Services staff (Case Management/Assistance, Education, Impact and Outcomes, and Workforce Development.)

Job Competencies:

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Managing People** - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products, and services.; Continually works to improve supervisory skills.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

- **Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Education and Experience: Bachelor's degree in human services and or other relevant degree; degree in social work a plus. Seven years of experience in the non-profit sector or other relevant field

Physical Demands and Work Environment: Work is performed indoors in an office sitting in front of a computer 80% of the time. Must be able to lift, push or pull up to 10lbs.

EEO Statement: NFCC is an Equal Opportunity Employer, NFCC does not discriminate based on race, religion, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disabilities, national origin, veteran status, or any other basis protected by the law. All employment is decided based on qualifications, merit, and business needs.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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