



Open Arms of Minnesota Job Description: Client Services Certification & Data Specialist

Organizational Summary:

Open Arms of Minnesota (OAM) is a nonprofit that prepares and delivers healthy, nutritious food to people living with life-threatening illnesses. Our mission is to nourish body, mind and soul. In our state-of-the-art kitchen, OAM staff members and more than 7,500 volunteers create meals specifically designed for our clients' nutritional needs. We use fresh and, whenever possible, organic ingredients, including produce from our own Open Farms gardens. Volunteers deliver the meals throughout the Twin Cities metro area to approximately 1,100 clients, caregivers and dependents each week, providing nourishment and hope for families dealing with life-threatening illnesses. There are no fees for any of Open Arms' services. Open Arms is a volunteer-driven organization and is culturally unique in our high commitment to an excellent volunteer experience.

To learn more, visit www.openarmsmn.org

Position Overview:

This is an hourly, full-time benefits eligible position that works each week in the Client Services Department and contributes to the fulfillment of Open Arms' mission by providing the highest level of customer service to the Open Arms clients. This position is primarily responsible for the daily data input and gathering of client paperwork, including new client referrals, re-certification paperwork, and other required items. The Client Services Certification & Data Specialist will maintain communication with clients and referral sources, collect and maintain information for client records, and document the services provided by the organization.

As with all OAM staff positions, this position is responsible for helping ensure volunteers and interns have an exemplary experience during all interactions with Open Arms, and is expected to consistently maintain a high level of customer service to all guests, clients and fellow team members.

Primary Job Responsibilities:

Client Services

- Collect, enter, and manage all client paperwork, including intake papers, recertification forms, ROIs, welcome packets, and client outcomes surveys by fax, mail and email, ensuring timely and highly detailed data entry into the ServTracker database.
- Specialize in the timely, rolling recertification of all of our clients.
- Follow-up with clients and referral sources over the phone when paperwork deadlines are approaching, or required information is missing.
- Provide exemplary customer service to all clients regardless of circumstance, representing OAM with clear boundaries, confidentiality, high ethics and professionalism and communicating in a timely and respectful fashion to all client questions and concerns.
- Take the lead on client communication regarding recertification deadlines by emailing, calling and sending flyers with weekly meal deliveries.

- Maintain client paperwork, and distribute recertification mailings and surveys.
- Collect up-to-date client insurance and waiver information from clients and case managers, ensuring that OAM can bill when appropriate.
- Provide bi-weekly and monthly reports on missing client data, and data entry errors, to help keep data clean and eliminate organizational errors.
- Work closely with our Volunteer Department and volunteer receptionists to ensure that proper communication about paperwork deadlines are provided to our pick-up clients.
- Work with the Client Services Manager on a regular basis to keep client forms and paperwork up to date, and ensure that it is capturing all required program data.
- Abide by the OAM nutrition referral protocol to ensure that clients who report specialized needs on intake and recertification forms are being referred to our Dietitians.
- Assist the Client Services team in contacting clients 2 weeks prior to ending services, to provide them a holistic off-boarding experience and prepare them for next steps in their health plan.
- Send clients other materials as needed or requested
- Ensure client confidentiality and compliance with HIPAA.
- Provide OAM management staff with client stories and anecdotal information, representing the specific health and nutrition issues that OAM clients face.

Reporting and Relationships

- Provide client data as needed for weekly reporting and kitchen numbers.
- Develop and maintain effective working relationships with OAM's referral agencies.
- Coordinate ongoing client re-certification process.

Delivery and Logistics

- Support program activities when necessary in executing daily deliveries to clients. This may include supporting efforts to package food, assisting in delivery logistics, greeting volunteers and delivering meals to clients.

Other:

- Help ensure Open Arms provides an outstanding experience for all volunteers by regularly seeking out meaningful and positive interactions with them and maintaining a positive, friendly, helpful attitude at all times.
- Support the mission, value and brand of Open Arms of Minnesota
- Other duties as assigned

Requirements:

- Demonstrated excellence in customer service or direct client services.
- Ability to speak a second language strongly preferred (particularly Spanish, Hmong, or Somali).
- Demonstrated interest in and ability to work directly with people living with a life-threatening or chronic illness.
- Strong administrative/computer skills and excellent organizational skills.
- Ability to maintain composure during difficult circumstances and consistently provide calm, compassionate care to people in crisis.
- Understanding of the importance of client confidentiality.
- Knowledge of Microsoft Office Suite and Windows, understanding of and experience with databases.

- Knowledge of insurance plans and experience billing insurance plans or funding streams in a clinical setting is a plus.
- Excellent verbal communication skills and outstanding human relations skills.
- Ability to be energizing and contribute to a positive team environment.
- Personal presence that garners respect from clients, volunteers and the community.
- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and business needs.
- Flexibility to work occasional evenings and weekends.
- Active drivers' license and reliable transportation.
- Sensitivity to diversity and ability to work respectfully with wide array of co-workers, clients and members of the community.
- A passion for the mission and values of Open Arms.

Physical Requirements:

- Able to operate standard office equipment (such as telephone, computer, printer and copy machine), set up tabletop displays and speak at events.
- Able to sit for long periods of time and/or work on feet for long periods of time.
- Able to lift up to 50 pounds.
- Able to stand, sit, walk, bend, stoop and twist. Requires full range of motion, manual dexterity and eye-hand coordination.

Reports to: Client Services Manager

Pay Rate Range: \$15.00-\$16.00

Hours: Full-time, generally Monday through Friday from 8:00am to 4:00pm.

To Apply:

Please send resume and cover letter detailing pertinent experience to:

OAM HR

- Email: jobs@openarmsmn.org
- Fax: 612.872.0866
- Mail: 2500 Bloomington Avenue S, Minneapolis MN 55404
- NO CALLS PLEASE

Benefits: This position is eligible for an excellent, comprehensive benefits package, including medical/life/AD&D/STD/LTD insurance and personal time off (PTO). An employee-paid dental plan is also available.

Open Arms of Minnesota is committed to hiring and fostering a diverse and inclusive workforce that leverages the skills and talents of all employees in our organization, regardless of race, gender, national origin, age, religion, sexual orientation, size, physical ability or socioeconomic status. We encourage diverse candidates to apply for this position.

Equal Opportunity Employment