

Director of Client Services

Statewide branch operations, service delivery, growth, and client experience

Department

Client Services

Reports To

Chief Operating Officer

FLSA Status

Full-Time, Exempt

Position Summary

The Director of Client Services leads ongoing client service operations across geographic branches and assigned service lines. The position is accountable for branch growth, operational execution, client satisfaction, staffing effectiveness, service utilization, leader development, and resolution of escalated service issues. The Director of Client Services converts organizational strategy into consistent, measurable branch performance.

Primary purpose: Grow and operate service branches so clients are accepted responsibly, staffed effectively, retained, and served with a consistent person-centered experience.

Essential Duties and Responsibilities

Branch Operations and Service Delivery

- Lead Branch Managers and service-line leaders in daily operations, staffing performance, service continuity, and client experience.
- Establish consistent branch operating standards while allowing appropriate local market flexibility.
- Monitor authorized hours, scheduled hours, delivered services, unfilled shifts, client holds, complaints, and service recovery.
- Remove cross-functional barriers that prevent timely or reliable service delivery.

Growth and Market Development

- Set census, referral, conversion, retention, and branch-development expectations.
- Coach Branch Managers on local referral development, community presence, and responsible expansion.
- Evaluate new referral or service opportunities, workforce capacity, service demand, and required resources.
- Partner with Corporate Intake and Clinical Leadership regarding statewide home health referral capacity while respecting clinical acceptance authority.

Leadership and Workforce Performance

- Develop Branch Managers through structured one-on-ones, scorecards, coaching, and performance reviews.
- Approve or recommend branch staffing models based on census, client complexity, caregiver volume, geography, and growth.
- Promote succession planning and advancement pathways for Service Coordinators and Lead Service Coordinators.
- Partner with Corporate HR on workforce planning, formal corrective action, investigations, and consistent employment practices.

Client Experience and Escalation

- Own resolution of escalated branch service failures, high-risk client concerns, referral-source concerns, and recurring staffing barriers.
- Analyze complaint, retention, satisfaction, and service-gap trends and require operational improvement plans.

- Partner with the Director of Compliance when a service concern may involve reportability, authorization, documentation, billing, or regulatory exposure.
- Provide the COO with clear reporting on performance, barriers, resource needs, and growth opportunities.

Supervisory Responsibilities

- Directly supervises Branch Managers, the SFC Program Coordinator, and other assigned staff members.
- Sets performance expectations and conducts leadership development, evaluations, and succession planning.
- Partners with Human Resources on formal discipline, investigations, and employment actions.

Role Boundaries and Cross-Functional Coordination

PRIMARY OWNERSHIP	PARTNERS CLOSELY WITH	DOES NOT INDEPENDENTLY OWN
• Branch performance and growth	• Director of Compliance	• Authorization processing
• Ongoing service delivery	• Corporate HR	• Daily case scheduling
• Census growth and referral conversion	• Clinical Leadership/RN Team	• Clinical appropriateness or RN assignment
• Client satisfaction and retention	• Corporate Intake	• Corporate employment administration
• Staffing effectiveness and service utilization	• Authorization and QA teams	• QA approval or independent audit conclusions
• Operational escalations	• Recruiting, finance, marketing, and IT	

Minimum Qualifications

- Bachelor's degree in healthcare administration, business, social services, nursing, or a related field; equivalent substantial leadership experience may be considered.
- At least five years of progressive experience in home care, home health, HCBS, client services, agency operations, healthcare management or closely related field.
- At least three years of documented leadership experience with direct responsibility for managers, supervisors, teams, or multi-site operations.
- Working knowledge of HIPAA, Medicaid, home- and community-based services, home health documentation, internal controls, and audit processes.
- Valid and active driver's license and ability to meet company automobile insurance requirements when driving is required.

Preferred Qualifications

- Master's degree in healthcare administration, business administration, social services, nursing, public health, or a related field preferred.
- Experience with Indiana Medicaid waiver services and statewide branch or service development.
- Experience managing multiple service lines, geographic markets, or a large client census.
- Knowledge of scheduling, authorization, intake, quality, and clinical handoff processes.

Leadership Competencies

- Demonstrated success leading high-performing operational teams.
- Demonstrated success improving customer satisfaction, retention, and service delivery outcomes.
- Proven ability to build relationships with clients, families, referral sources, community partners, and staff.
- Demonstrated success coaching managers and developing team members.
- Ability to lead change initiatives and maintain engagement during organizational growth or restructuring.
- Strong conflict-resolution, customer-service, and relationship-management skills.
- Ability to manage multiple priorities while maintaining focus on service quality and operational performance.

Success Profile

- Client-Centered Leadership
- Relationship Building
- Adaptability
- Emotional Intelligence
- Service Recovery
- Growth Orientation
- Financial and workforce awareness
- Collaboration and Influence
- Leadership Development

Work Environment and Physical Requirements

- Ability to work for extended periods at a computer and communicate by telephone, video, and in person.
- Ability to travel between company offices, client homes, community locations, or meetings as required by the role.
- Ability to maintain confidentiality and safeguard protected health and employment information.
- Ability to manage competing priorities in a fast-paced home- and community-based services environment.

Key Performance Indicators

- Census and referral conversion
- Client retention and satisfaction
- Percentage of authorized hours delivered
- Open and unfilled shift trends
- Branch productivity and staffing ratios
- Caregiver and office staff retention
- Quarterly review completion
- Resolution of escalated client and service issues

Acknowledgment

This job description describes the general nature and level of work expected. It is not an exhaustive list of all duties. Responsibilities may be modified based on organizational needs, applicable requirements, and reasonable business considerations. Nothing in this document changes the at-will nature of employment where applicable.

Employee Name: _____

Employee Signature

Date