Live&Learn
Empowering Women. Transforming Futures.

Client Coordinator

Live & Learn AZ

Title:	Client Coordinator
FLSA Status:	Exempt-Salaried
Classification:	Full-Time
Reports to:	Program Manager
Location:	Hybrid, in-office & remote
Date of Last Revision:	August 5, 2026

Mission: Live & Learn's mission is to empower Arizona women by providing access to education, resources, and opportunities that foster financial independence, personal growth, and long-term stability — breaking generational barriers and building pathways to a future of choice and possibility.

Goal: To guide, encourage and coach Live & Learn clients through the Workforce Development, Career Advancement and Economic Empowerment Tracks.

Summary of Position: The Client Coordinator is expected to provide case management services to Live & Learn clients. This includes maintaining regular client contact, identifying goals, and coaching for success. Coordinators also manage documentation, communication and support efforts in Salesforce.

Commitment: This is a paid position requiring 40 hours per week. Work duties outside of normal business hours will be required at times.

Key Responsibilities

Case Management — 75%

- Provide coaching to clients by helping them clarify goals, take strengths-based action, and navigate barriers to success.
- Maintain long-term client relationships, including monthly check-ins (in-person or virtual) and ongoing communication by phone or email.
- Partner with clients to develop, update, and track monthly goals aligned with their personal and program objectives.
- Ensure timely and accurate completion of required documentation in Salesforce/Charity Tracker, in compliance with legal, grant, and licensing standards.
- Coordinate and process financial support for clients per program guidelines and funder requirements.
- Maintain comprehensive and current client data in Salesforce/Charity Tracker and other systems, ensuring data integrity and compliance.
- Research and recommend community resources that support client goals and promote empowerment.
- Coordinate delivery of client support items (e.g., Totes of Hope, gift cards, bus passes) as needed.
- Collaborate with the Program Manager and/or Lead Client Coordinator to review caseloads, identify interventions, and promote client engagement.
- Conduct client intake appointments as needed to assess eligibility and develop an initial plan.
- Share client success stories and highlights with team members and external stakeholders, when appropriate.
- Meet all reporting and documentation deadlines related to client progress and program outcomes.
- Perform other duties as assigned.

Outreach & New Client Management — 10%

- Interview prospective clients to determine eligibility and alignment with Live & Learn program goals.
- Represent Live & Learn at community tabling events and outreach opportunities.

- Develop and maintain strong partnerships that result in formalized referral resources and supportive services, as evidenced by an MOU or other written agreement.
- Submit summaries of outreach activities, contacts made, and potential referral sources.

Development & Training — 10%

- Actively participate in professional development trainings (virtual and in-person).
- Integrate new tools, skills, and best practices into case management work.
- Engage in wellness reflection and demonstrate trauma-informed practices.
- Participate in team wellness initiatives and share one takeaway per quarter.

Workshops/Events — 5%

- Attend all Live & Learn client events.
- Participate in the planning, organization, scheduling and execution of workshops and events at the direction of the Program Manager.

Qualifications and Requirements

Key Competencies

- **Case Management**: A collaborative process where professionals help individuals navigate complex systems and access the resources they need to improve their well-being and achieve their goals.
- **Communication:** Effective communication is crucial in case management, forming the backbone of building trust, understanding client needs, and coordinating services.
- **Time Management:** Ability to effectively allocate time to achieve goals, meet deadlines, and reduce stress through planning, organizing, and prioritizing tasks.
- **Resource Navigation:** Skilled in helping clients navigate complex systems, including healthcare, social services, and educational systems.
- **Solution-Oriented:** Able to identify problems, think critically, and develop practical solutions to address client needs and obstacles.
- **Non-Judgmental Approach**: Provide support without bias or judgment, acknowledging clients' unique experiences and perspectives.
- **Empathy:** Demonstrates understanding and empathy towards clients' emotional and psychological needs.
- **Self-Awareness**: Recognizes one's own emotional responses and maintains professional boundaries.
- **Passion:** Committed to our mission of empowering women!

Education and Experience

- Bachelor’s Degree in a human services related field preferred; equivalent commensurate
- work experience will also be considered
- Workforce development or post-secondary education case management experience.
- Formal experience working with diverse, low-income populations.
- Working or personal knowledge about schools, programs, and educational requirements.
- Working knowledge of Google Workspace, Adobe, Salesforce, internet, and email.
- Bilingual in Spanish (preferred but not required).
- Candidates must currently hold, or be able to successfully obtain, a valid Arizona Department of Public Safety Level One Fingerprint Clearance Card prior to employment. This is a required credential for all Live & Learn AZ staff.

Benefits

- Health insurance
- Generous Paid Time Off benefits
- Flexible Scheduling
- Changing your community!

Physical/Mental Demands

These physical demands are representative of those necessary to successfully perform the essential functions of this job. Reasonable accommodations may be considered to enable those with disabilities to perform these functions. While performing the responsibilities of this position, the employee is required to:

- Verbally communicate with others in person and on the phone
- See at a close range
- Stand and walk or be mobile
- Sit for long periods of time
- Use hands and fingers, and manipulate keys on a keyboard
- Perform occasional light physical duties, including handling of objects up to 10 pounds
- Handle multiple duties with often changing priorities

I understand that this job description is intended to convey the general nature and information essential to understanding the scope of the position and is not intended to be an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with this position. The requirements of this position may change, or I may be asked to perform other duties as required.

_____ _____

Employee Name (Print) Date

_____

Employee Signature