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# Example of Client Care Job Description

Our company is looking to fill the role of client care. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for client care

* Position will primarily operate with our clients in Puerto Rico
* Build and sustain employee capabilities by providing meaningful and timely feedback, partnering with employees to identify and work towards career goals, and implementing routines, performance management standards, and other processes, as needed
* Provides supervision of the TC milieu
* Conduct random head counts to document client whereabouts
* Observe and monitor client behaviors and initiate prescribed interventions when needed
* Observe and document same sex urinalysis
* Monitor breathalyzer samples, document completion of the service, and report any concerning behavior
* Complete same sex pat searches
* Monitor and document client ingestion of antabuse, naltrexone and other medications as needed
* Audit all client medications for count accuracy and compliance with medication directions

## Qualifications for client care

* Bachelor’s degree or equivalent combination of education and on the job experience
* Proposes solutions to problems and utilizes all available resources (Mortgage Banking Guide Team, Service Level Agreements, etc)
* This position is subject to the Dodd Frank/Truth in Lending Act qualification requirements for Loan Originators
* Orders medication refills when needed
* Authorize client to leave the facility for work, pass, and job search activities
* Verify clients off-site where abouts