CISC, a non-profit organization, helps immigrants throughout King County achieve success by providing information, referral, advocacy, social, and support services.

JOB ANNOUNCEMENT

TITLE: Care Coordination Manager

REPORTS TO: Program Director
HOURS: Full-time Monday – Friday, Non-Exempt position
STARTING PAY: $27.00 per hour (depending on experience)
BENEFITS: Medical, dental, vision, vacation & sick leave

JOB SUMMARY: CISC is a non-profit organization, founded in 1972, that supports immigrants and their families by creating opportunities for them to succeed, while honoring their heritage. We provide youth, family, and senior services including preschool, after-school, ESL/naturalization, in-home care case management, and healthcare navigation programs. We serve Chinese, Russian, Latino, Vietnamese and other immigrant communities at our office locations and numerous community-based sites throughout King County, Washington.

Care coordination is a short-term case management service to support the low-income, NES/LES Chinese seniors and disabled adults in need of comprehensive assistance in accessing health care services and related resources. Through language and culturally appropriate case management services, seniors and disabled adults will receive person-centered support to address their physical, social and behavioral needs when in transition back into living in the community and/or in isolation and quarantine due to COVID-19. The goal is to maintain their health stability and wellbeing through a connected network of services and resources. Outreach to hospitals and other health care setting to facilitate and coordinate care coordination to clients is required. Service areas cover Greater Seattle and King County, and service will be provided both on site and virtually.

JOB DUTIES:

- Formulate outreach and marketing plan including media advertising, community workshop, promotional flyers for the purpose of identifying and recruiting potential care coordination clients
- Conduct initial psycho-social assessments, create action and care planning, monitor case development and follow-up through working closely with clients, and/or the family caregivers, care providers and community resource providers.
- Perform re-assessment and revise care plan development when necessary.
- Provide information and direct assistance through crisis intervention and other support such as translation, interpretation, clerical assistance and/or advocacy to clients to access resources and programs especially related to COVID-19.
- Provide supportive counseling to clients on individual or family issues
- Make appropriate referrals to and follow-up with agency and/or community partners for further assistance to clients
- Participate in network and community meeting that promote program collaboration in meeting client’s need
- Maintain and update client’s service record documentation such as intake and screening, assessment, progress notes, care plan development, etc.
- Prepare monthly data
- Other duties assigned
QUALIFICATIONS:

- Proven work experience in case management and counseling, and interested in working with vulnerable and special population.
- Extensive knowledge in long-term care and community based in-home care programs of Washington State.
- 1. Master’s degree in behavioral or health sciences and one year paid on-the-job social service experiences; or
  2. Bachelor’s degree in behavioral or health sciences and two years paid-on-the-job social services experiences; or
  3. Bachelor’s degree and four years of paid on-the-job social services experience;

Remarks: candidates who do not meet the minimum academic and work experience requirement may be considered as Care Coordination Specialist with a different salary scale.

- Bilingual in English and Chinese (Mandarin and Cantonese dialects). Excellent communication and report writing skill.
- Demonstrated multi-tasking skill and ability to work under pressure and tight deadline.
- Outgoing and independent.
- Must have valid Washington State driver’s license and auto insurance, and access to vehicle for personal use for outreach and home visits.
- Must be able to use computer and information technology fluently in daily works.

COVID-19 VACCINATION REQUIREMENT:

Beginning on December 5, 2021, all CISC employees will be required to be fully vaccinated against COVID-19. Upon hire, you will be required to submit proof of vaccination. People are considered fully vaccinated two weeks after their second dose in a two-dose series or two weeks after a single-dose vaccine. Employees may make requests for a reasonable accommodation in accordance with applicable laws.

LOCATION: CISC Office
611 South Lane Street
Seattle, WA 98104

APPLICATION:
Submit resume and cover letter to: CISC
Attn: Human Resources
611 South Lane Street
Seattle, WA 98104

Or email resume and cover letter to: jobs@cisc-seattle.org

CLOSING DATE: Open until position filled

CISC is an Equal Opportunity Employer

CISC is an Equal Opportunity Employer and dedicated to a policy of non-discrimination in employment on any basis including race, color, creed, citizenship status, national origin, ancestry, gender, genetic information, sexual orientation, gender expression or identity, age, religion, pregnancy or pregnancy-related condition, physical or mental disability, marital status, veteran status, political affiliation, or any other characteristic protected by law. Reasonable accommodation will be provided for persons with disabilities.