



BRIDGING CULTURES
COMMUNITIES & GENERATIONS

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

JOB ANNOUNCEMENT

TITLE: Community Hub Care Manager (Bilingual in Chinese)

REPORTS TO: Community Hub Supervisor

HOURS: Full-time Monday – Friday, Non-Exempt position

PAY RANGE: \$27.83 per hour - \$31.00 per hour

ABOUT: 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 immigrants who speak Cantonese, Mandarin, Russian, Vietnamese, Spanish and additional languages at our office locations and numerous community-based sites throughout King County, Washington.

Our core values are Community, Compassion, Empowerment, Equity, and Inclusion. Read more about our core values, Land Acknowledgement, and equity statement at cisc-seattle.org/about-us.

JOB SUMMARY: This is a new project in collaboration with HealthierHere and other network partners to serve as a hub for providing community-based care coordination services, also known as case management, to community members who require support with health-related social needs (HRSN). The Community Hub Care Manager works both independently and as part of a team to deliver professional care coordination and case monitoring services to Chinese or Russian-speaking adults with disabilities and elderly individuals in the Seattle/King County areas. This is a full-time position requiring 40 hours per week, reporting to the Community Hub Case Management Supervisor. Outreach and home visits are part of the job responsibilities.

JOB DUTIES:

- Develop and execute an marketing and outreach plan to promote, recruit, and refer potential clients to the community hub through teamwork.
- Assess each client's Health Related Social Needs (HRSN), establish goals with the client, and create and execute an ongoing care plan.
- Connect clients promptly to suitable resources to address their HRSN needs and achieve their goals.
- Offer formal and informal referral services to community resources through a collaborative, multidisciplinary approach with hub partners.
- Continuously monitor cases to address clients' evolving needs.
- Follow up with clients regularly to track the status of referrals and their progress towards meeting goals.
- Discharge clients from the program following the community hub's policies and procedures.
- Provide a monthly report on case management data.
- Participate in mandatory community hub meetings.
- Attend and complete all required trainings.
- Perform other duties as assigned.



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QUALIFICATIONS:

- Bachelor's degree in social sciences, public relations or administration, hospitality, customer service, behavioral or health sciences, and a minimum of two years of paid social services experience.
- Written and Verbal proficiency in Chinese (Cantonese or Mandarin)
- Proven work experience as a Case Manager, Community Health Worker, Care Coordinator, Resource Navigator, Public Relations or Community Organizer, with a willingness to work with vulnerable special populations.
- Strong interpersonal skills and the ability to engage professionally with individuals from diverse cultural and social backgrounds during times of crisis and distress.
- Experience in planning outreach activities and conducting community workshops to promote programs.
- Excellent verbal and written communication skills.
- Familiarity with social and health resources in King County and experience in assisting clients with benefit program enrollment.
- Ability to handle confidential and medically sensitive information with discretion and professionalism.
- Proficiency in using Microsoft Office 365 and other web-based tools. Candidates must be comfortable using computers to carry out the duties of this position.
- Possession of a valid Washington State driver's license, a personal vehicle, and auto insurance.

BENEFITS:

- Health Insurance (Medical, Dental, and Vision)
- Flexible Spending Account
- Life insurance
- Accrue up to 8 hours paid sick leave per month
- Accrue up to 8 hours paid vacation per month
- Accrue up to 3 paid floating holidays annually
- 11 paid holidays annually
- 401k Retirement plan (with employer discretionary contribution + matching contribution)
- Transportation stipend (available for staff required to work at the Seattle office location)

LOCATION:

CISC
611 S Lane St
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:

Applications will be reviewed on a rolling basis until the position is filled, for priority consideration please apply by 5:00 pm on 06/25/25.

CISC

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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.