



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: Healthcare Access and Outreach Program Specialist (Bilingual in Chinese)

REPORTS TO: Program Supervisor

HOURS: Full time, Monday – Friday, 1.00 FTE, Non-Exempt Position

PAY RANGE: \$25.50 - \$27.50

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.

The Program Specialist will provide information and assistance services which are primarily targeted to Chinese speaking clients of all ages, with a focus on older adults. This position will work under supervision of the program supervisor(s) and support the Healthcare Access and Outreach and East King Family Resource Center programs. Experience in working with low-income and/or limited or non-English speaking immigrant families, disabled adult and elderly in Seattle/King County is highly desired. Extensive outreach (50%) to collaborative sites, such as senior buildings and community centers is required.

JOB DUTIES:

- Provide information and direct assistance to clients through short-term crisis intervention including translation, interpretation, clerical assistance, and advocacy to help them access resources and programs offered by the City, State, and Federal government.
- Conduct initial assessments of clients' psycho-social and economic needs.
- Provide personal consultation to clients on individual or family related health care insurance options and issues
- Coordinate and deliver public information and education workshops and events at collaborative sites to educate clients on available public resources
- Respond to client inquiries by providing accurate information and referrals in a timely manner
- Assist clients with completing applications and forms for public benefits, healthcare coverage, housing, and other supportive services
- Prepare flyers, activities calendar and outreach materials for the program
- Update and maintain client data tracking record and compile data for monthly reporting
- Travel, generally by driving a personal vehicle, to community locations within King County to deliver services, including client homes and outreach sites.
- Other duties as assigned

QUALIFICATIONS:

- A minimum of two years work experience directly providing social services, preferably working with a similar client population (limited income, non English speaking)



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- Bachelor's degree required, preferably in social service or related human services field.
- Fluent in English and Chinese (both Cantonese and Mandarin). Both written and verbal proficiency required.
- Extensive knowledge in city, state and federal public assistance programs
- Excellent customer service skills
- Valid Washington State driver's license, access to private transportation, and auto insurance.
- Proficiency in MS office and Chinese typesetting preferred.
- Empathetic, patient, outgoing and a team player.
- Employees must reside in Washington state and be within a reasonable distance to their King County worksite to respond to workplace reporting requirements.

JOB REQUIREMENTS:

- Must have access to personal vehicle for outreach activities
- Attend recommended training and obtain certification such as ACA In-Person Assister (within 6 months) and AIRS certification (within 2 years)

BENEFITS:

- Health Insurance (Medical, Dental, and Vision)
- Flexible Spending Arrangement plan
- 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 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 till 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.