



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: WA Cares Beneficiary Services Navigator (Cantonese and Mandarin speaking)

REPORTS TO: Elderly Program Director or assigned senior staff

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

PAY RANGE: \$28.00 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: The position supports equitable access to services and a high-quality client experience as part of CISC's role as a WA Cares Fund–approved beneficiary service provider. The WA Cares Beneficiary Services Navigator (Mandarin & Cantonese speaking) provides culturally and linguistically appropriate benefits navigation and care coordination to WA Cares Fund beneficiaries who primarily speak Mandarin & Cantonese. This role assists individuals with application support, intake, functional assessments, and ongoing navigation of WA Cares long-term care benefits.

JOB DUTIES:

- Assist individuals in the application and intake process
- Conduct assessments to determine whether individuals meet the functional eligibility criteria for WCF benefits, in alignment with WCF assessment protocols;
- Provide one-on-one benefits navigation and explain covered services in the client's preferred language
- Develop person-centered service plans and coordinate approved long-term care services
- Conduct follow-ups and monitor service utilization to ensure services are meeting client needs and goals
- Maintain accurate, timely and compliant case documentation in GetCare and Salesforce
- Provide culturally responsive services and advocate for clients facing language or systemic barriers
- Travel, generally by driving a personal vehicle, to community locations within King County to deliver services, including client homes and outreach sites.
- Participate in required trainings, meetings, and program reporting activities
- Perform other duties as assigned

QUALIFICATIONS:

- Bachelor's degree in human services or a related field with 2 years of working experience in customer service, benefits navigation, care coordination, or social services.
- Experience working with limited English proficiency populations, people with low income or education levels, near retirees and recent retirees, individual workers with unexpected care needs
- Fluency in both Mandarin & Cantonese (speaking, reading, and writing as required for the role).
- Professional working proficiency in English.



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- 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.
- Ability to multitask and work effectively under pressure.
- Possession of a valid Washington State driver's license, a personal vehicle, and auto insurance.

Additional Requirements

- Ability to work independently and collaboratively within a multidisciplinary team.
- Strong communication, advocacy, and problem-solving skills.
- Ability to maintain confidentiality and comply with HIPAA and agency policies.
- This position requires frequent in-home visits to beneficiary applicants and the maintenance of all required trainings and/or certifications as a condition of employment.

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.