



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: Family Caregiver Support Program Respite Assistant**

REPORTS TO: Family Caregiver Support Program Supervisor or assigned senior staff.

HOURS: Monday – Friday 8:30 am to 5:00 pm, 40 hours/week, 1.00 FTE

PAY RATE: \$23.50 - \$25.50 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](http://cisc-seattle.org/about-us).

Respite services offer temporary relief for family caregivers by providing short-term care for their loved ones. This support allows caregivers to step away from their responsibilities—for rest, personal needs, or emergencies—while ensuring the care recipient remains safe and well cared for. By reducing stress, preventing burnout, and promoting caregiver well-being, respite care helps families sustain long-term caregiving at home.

Working in close partnership with the Respite Lead, the Respite Assistant plays a key role in coordinating and supporting the delivery of respite care services. This position requires strong organizational skills, attention to detail, and effective communication with both internal teams and external providers. The Respite Assistant ensures accurate documentation, billing, and communication to support audit readiness and high-quality client service. Additionally, this role supports program events, workshops, and administrative projects to enhance service delivery and operational efficiency.

This position reports to the Family Caregiver Support Program Supervisor or assigned senior staff.

### **JOB DUTIES:**

1. Utilize Program Tools and Systems

Learn and effectively use CMC's respite software, TCARE assessment tool, Salesforce, Requisition Portal, and GetCare system to manage client records, service authorizations, program operations, and billing data.

2. Maintain Accurate Documentation

Keep organized and up-to-date files to support accurate billing and audit readiness.

3. Monitor Budgets and Billing

Track respite program budgets, verify expenses and invoices, and resolve billing discrepancies in coordination with the finance team.

4. Coordinate Services and Resolve Issues



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Promptly follow up on service-related issues, schedule changes, and billing concerns; communicate with both internal teams and external partners as needed.

5. Stay Current Through Meetings and Training

Attend respite coordination meetings and required training to remain informed on program policies, system updates, and service guidelines.

6. Generate Program Reports

Prepare regular reports on budget status, service utilization, and outstanding issues to support program oversight and planning.

7. Support Events and Client Engagement

Assist with caregiver support groups, workshops, and client events by coordinating logistics, preparing materials, and managing communication.

8. Provide General Administrative Support

Support various projects through data entry, scheduling, reporting, and other administrative tasks as needed.

9. Perform Other Duties as Assigned

Carry out additional responsibilities to support program goals and team operations.

**QUALIFICATIONS:**

- Bachelor's degree required, preferably in social service or related human services field.
- Demonstrated ability to communicate fluently in both English and Chinese (both Cantonese and Mandarin) within a bilingual environment, and applying strong negotiation skills to effectively coordinate services.
- Valid Drivers License, auto insurance and access to personal vehicle
- Excellent customer service skills and some social service experience.
- Ability to multitask and manage competing priorities under tight deadlines.
- Excellent communication skills, both written and verbal.
- Advanced proficiency in Microsoft Office (Excel, Outlook, Word, Teams).
- Ability to learn new software systems such as CMC, Salesforce, Tcare Tool and GetCare.
- Experience with billing and audit preparation is highly preferred.
- Demonstrated ability to work independently and collaboratively in a team environment.
- Employees must reside in Washington state and be within a reasonable distance to their King County worksite to respond to workplace reporting requirements.

**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



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**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](mailto: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.*