



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 Cantonese)

**REPORTS TO:** Community Hub Care Management Program Supervisor

**HOURS:** Full-time Monday – Friday, 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](http://cisc-seattle.org/about-us).

**JOB SUMMARY:** The Community Hub Care Management program offers short-term, community-based care coordination services for King County residents who require support with health-related social needs. Our objective is to reduce barriers to care by identifying needs, navigating resources, and following up with clients to complete their care plan. 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-speaking adults in the Seattle/King County area. This is a full-time position requiring 40 hours per week, reporting to the Community Hub Care Management Program Supervisor. Outreach and home visits are part of the job responsibilities.

#### **JOB DUTIES:**

- Screen eligibility, conduct intake, and manage caseloads within the set metric performance indexes.
- 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 and achieve their goals.
- Offer culturally responsive referral services to community resources through a collaborative, multidisciplinary approach with hub partners.
- Work closely with medical coordinators to ensure continuous hospital discharge care support.
- Follow up with clients regularly to track the status of referrals and their progress towards meeting goals and discharge clients from the program following policies and procedures.
- Maintain up-to-date records by completing all required data entries in multiple systems.
- Ensure compliance with HIPPA and other federal and state regulations.
- Support outreach and satellite office sites and provide direct social services as per client request.
- Conduct home and hospital visits as needed.
- Participate in mandatory monthly team, cohort, and network meetings.
- Attend and complete all required training, including Camden Coalition complex care, Mental Health First Aid, ACA Navigation, and SHIBA counseling, etc.
- Perform other duties as required or as assigned.

**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.
- Excellent verbal and written communication skills in English and Cantonese.
- Proven work experience as a Case Manager, Community Health Worker, Care Coordinator, or Resource Navigator 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.
- 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](mailto: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 09/10/26.

**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.*