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

JOB ANNOUNCEMENT

TITLE: Program Specialist – Family Caregiver Support Program

REPORTS TO: Program Lead
HOURS: Full-time Monday – Friday, 8:30 AM – 5:00 PM
FLSA STATUS: Non-Exempt position
Pay Rate: $25.50 - $27.50 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.

JOB SUMMARY:

The Program Specialist supports the Family Caregiver Support Program team and reports to the Program Lead. This position provides advanced, culturally responsive services to informal and unpaid family caregivers—particularly English- and Chinese-speaking caregivers—supporting older adults in the Seattle/King County area.

The Program Specialist works with a high level of independence, delivering comprehensive caregiver support services, leading outreach initiatives, and contributing to staff development and program quality.

JOB DUTIES:

- Independently conduct TCARE assessments to evaluate caregiver needs, develop comprehensive service plans, and oversee ongoing service coordination.
- Work independently and able to deliver advanced, client-centered support through Information & Referral (I&R), consultation, care planning, and resource navigation.
- Manage a caseload with minimal supervision while ensuring adherence to program standards and service quality in timely basis.
- Provide mentorship, shadowing, and structured training to Program Assistants and new staff. Support onboarding and skill development to strengthen team capacity and service delivery.
- Lead outreach planning and implementation strategies to expand program visibility and reach.
- Develop and maintain partnerships with community organizations, healthcare providers, and social service agencies.
- Lead and facilitate caregiver support groups, workshops, seminars, and structured program activities.
- Maintain accurate and timely client documentation, ensure data quality and reporting compliance, and support program evaluation and continuous improvement efforts.
- Prepare monthly report in accordance with the requirement of the program

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- Perform additional duties as assigned to support program growth and organizational priorities.
- Other duties as assigned.

TRAINING REQUIREMENT:

The position requires successful completion of TCARE assessor, CLC GetCare training and the licensing and/or certification of evident-based caregivers support training such as Powerful Tools for Caregivers, CDSMP, etc. within reasonable time frame. TCARE assessor certification must remain active throughout the course of employment.

QUALIFICATIONS:

- Bachelor's degree in social work/behavioral science OR bachelor's degree with at least two (2) years of paid work experience in social services.
- Experience in providing direct services to families.
- Familiarity with state and federal long-term care and public assistance programs.
- Ability to identify and solve problems and work independently.
- Effective interpersonal, written, and communication skills.
- Fluent in English with bilingual proficiency in Chinese (Mandarin and/or Cantonese) preferred.
- Strong organization, analytical and multitasking skills with high attention to detail.
- Competency in use of Microsoft Office (Word/Excel/Access/Publisher), Salesforce, Internet for research and accessing services, and other relevant tools for e-mail and data entry.
- Employee must have access to a vehicle or reliable transportation to fulfill job duties. If using a personal vehicle, must have valid driver's license and current auto insurance.
- 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)
- **$3000 Sign-On Bonus available for eligible new hires**

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 until position filled**

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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.