



200 Broadway, Suite 202 ■ Seattle, Washington 98122 ■ www.projectaccessnw.org
Tel: 206.788.4204 ■ Fax: 206.382.3507 / 800.579.1494 ■ info@projectaccessnw.org

CARE COORDINATOR II, COMMUNITY OUTREACH

Department: Care Coordination

Location: Hybrid remote and in-office duties and responsibilities

FLSA Status: Non-Exempt

Salary Grade: \$47,882–\$52,000 annually.

Reports To: Manager, Care Coordination

Date: July 10, 2024

POSITION SUMMARY

This position reports to the Manager, Care Coordination. This role serves King County Washington residents by providing Care Coordination services, resource navigation, and referrals to meet Health Related Social Needs of individuals regardless of their Medicaid eligibility. Performing all required activities for Community Health Workers/Care Coordinators/Navigators; this Care Coordination role is based on Community Health Worker (CHW) or peer support roles. This role is based in King County Washington.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide access, services and supports to help people meet their Social **Drivers** of Health (SDoH) and Health Related Social Needs (HRSN) in culturally relevant and appropriate ways to help people achieve the health outcomes that they desire for themselves while improving access to and engagement with the healthcare system.
- Work collaboratively with Project Access Northwest staff and stakeholders to create and deliver against an outreach plan that identifies key populations and how individuals will be identified and referred to the HealthierHere Community Hub to have their SDoH and HRS needs met.
- Provide comprehensive care coordination to serve participants in the following ways:
 - a) Engage-outreach and engagement, consent, enrollment;
 - b) Assess-screening for HRSNs; Support goal setting, care planning and client coaching; and connect clients to systems navigation and connections to HRSN resources.
- Knowledge of and ability to navigate the healthcare, social services systems and problems specific to King County Washington to ensure clients receive the services they need.
- Actively engage in community networking events, public speaking engagements, health fairs, and tabling events to maintain a consistent flow of clients referred to the Community Hub.

- Develop and maintain positive client relations while thoroughly documenting inquiry outcomes for accurate tracking and analysis.
- Ability to analyze data for accuracy and enter it into the Community Information Exchange (CIE) platform, to ensure a three-business day turnaround.
- Coordinate with various organizations throughout King County Washington to ensure client requests and questions are handled appropriately and in a timely manner.
- Ability to multi-task, maintain workloads efficiently, and prioritize assignments appropriately.
- Stay apprised of and maintain proficiency on all policies, guidelines and system functionalities.
- Participate in meetings and training sessions in a positive, professional and open-minded manner.
- Perform research on unclear items through use of available resources and provide options and solutions, when applicable.
- Raise concerns in a professional manner, following proper channels.
- Project a professional demeanor and exude confidence while communicating clearly both written and verbally while applying established core values.
- Appropriately document processes and system enhancements to facilitate training of individuals in a similar role.
- Maintain strict confidentiality of client information.
- Attend required events such as Strike Down Barriers to Health Care, Seattle/King County Clinic and others as necessary.
- Frequent travel throughout King County Washington is required.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

QUALIFICATIONS AND REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- BS Degree preferred and/or 3+ years health care related experience
- Customer-facing service experience, previous call center/contact center experience preferred
- Insurance or medical/dental related experience preferred
- Excellent verbal and written communications skills required
- Detail oriented with consistent follow-up practices
- Proven track record of being organized and able to meet individual and departmental goals
- A strong desire to perform well and continue to learn

Communication Skills

Ability to read and comprehend instructions and write basic correspondence. Ability to enter data with a high degree of accuracy. Bilingual candidates with fluency in both Spanish and English are encouraged to apply.

Reasoning and/or Critical Thinking Ability

Work situations require consideration and interpretation of circumstances or information to choose the most effective response. Solutions may be technical, yet relatively straightforward and well-defined once problems are understood.

Computer Skills

Must be able to use and understand Microsoft Office programs (Word, Excel, Outlook, and Visio) and Office suite. Experience with emergency medical records or emergency health records (TrackVia preferred) helpful.

Licenses or Certificates

Medical terminology preferred. Community Health Worker training preferred.

Valid Washington State Driver's License, reliable automobile transportation and current automobile insurance is required.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this Job, the employee is occasionally required to lift and/or move up to 50 pounds. The employee is regularly required to stand for long periods of time; walk; use hands to finger, handle, or feel; balance; bend and reach with hands and arms; use feet to operate foot pedal operation; and talk or hear. Occasionally required to climb ladders, sit, stoop, kneel, squat, crouch, or crawl. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This role is remote-work eligible within the greater Seattle metropolitan area with management approval.

The expected hiring range for this role is \$47,882–\$52,000 annually. Benefits include generous accrued Paid Time off (PTO), 10 paid holidays, subsidized medical, dental and vision benefits, hybrid and remote work (dependent on position and department need/timing), 403(b) with employer match after first year of service, short- and long-term disability, life insurance, employee assistance programs and more!

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Project Access Northwest believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees nor the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary to ensure the success of the company.

HOW TO APPLY

Please submit a résumé and cover letter outlining why you would be a great hire for this position to HR@projectaccessnw.org with the subject line "YOUR NAME + Care Coordinator II, Community Outreach."

Applications without a cover letter will not be accepted.

No phone calls please.

Project Access Northwest is an equal opportunity employer. We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status and other characteristics.

Project Access Northwest is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. To request reasonable accommodation, contact Mona Ogbamicael, Sr. Human Resources Consultant at P: 206-489-4482, or E:HR@projectaccessnw.org