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## CARE COORDINATOR II (DENTAL CARE)

**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:** June 11, 2024

### POSITION SUMMARY

This position reports to the Manager, Care Coordination. This role connects individuals seeking dental care with a provider that accepts Medicaid and other types of dental coverage. The person in this position will connect with clients by answering questions and help them find solutions to their dental needs. Contact may be made by phone, text, fax or email.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Successfully complete required training and meet department goals.
- Knowledge of and ability to navigate the healthcare and social services systems and problems to ensure clients receive the services they need.
- Learn about and analyze problems and provide information/solutions to client questions via telephone, texting and other mediums.
- 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 customer relationship management (CRM) platform, to ensure a three-business day turnaround.
- Coordinate with various organizations throughout the state 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.
- Document processes and system enhancements appropriately 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.
- Occasional travel may be 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

Dental terminology 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](mailto:HR@projectaccessnw.org) with the subject line "YOUR NAME + Dental Care Coordinator II." **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](mailto:HR@projectaccessnw.org)*