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## CARE COORDINATOR II

**Department:** Care Coordination

**Location:** Hybrid remote and in-office duties and responsibilities

**FLSA Status:** Non-Exempt

**Salary Grade:** \$47,882–\$54,995

**Reports to:** Behavioral Health Clinical Director

**Date:** March 8, 2024

### POSITION SUMMARY

This position reports to the Behavioral Health Clinical Director and assists clients to access needed pro bono counseling services by providing a link between patients and therapists to support connecting with donated counseling services. This is a newly created role and will play a pivotal role in the growth and development of the Behavioral Health service line.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintain and manage client records and database. Ensure entry of referrals, notes, appropriate forms, or related information promptly. Complete a monthly review of new client files as an internal check to assure data integrity.
- Maintain strict confidentiality of client information.
- Develop and proactively maintain good working relationships with internal and external customers
- Conduct mental health specific initial screenings that help build an understanding of a client's specific situation, needs, preferences to match them with a "best-fit" therapist who aligns with their cultural background, and overall wellness needs.
- Conduct regularly scheduled follow-ups with clients to help identify misunderstandings, answer questions, and ensure relationship is a "good fit" for both client and counselor.
- Support the Behavioral Health Clinical Director in conducting outreach services, organizing and facilitating events, and participation in local and community and industry events.
- Monitor and manage capacity of caseload assigned to individual providers (therapists/clinicians) by Project Access Northwest.
- Assists Behavioral Health Clinical Director in department system process and design. Proactively engage in efforts to review and improve processes for greater efficiency and customer experience.
- Monitor and manage client and office materials inventory levels.
- Demonstrates a commitment to the mission, core values and goals of Project Access Northwest and its values of health care access for un- and underinsured.
- Attend staff meetings, in-service meetings, and onsite provider orientation as required.

- Perform other duties as assigned by director.

## **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**

BS in mental health related field preferred, or up to 2 years related experience, or equivalent combination of education and related experience or possesses lived experience navigating the mental health system as a service user, family member, or caregiver, with a demonstrated understanding of the challenges and nuances of accessing and receiving mental health care.

Previous case manager, referral coordinator, or care coordinator experience. Experience working in, or with non-profit organizations.

### **Communication Skills**

Advanced communication skills to effectively articulate the impact of lived experience in the mental health system to diverse stakeholders, including policymakers, healthcare professionals, and community members, fostering a culture of empathy, understanding, and collaboration in mental health initiatives and projects. 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 Google Suites. Experience with EMRs or EHRs helpful.

### **Licenses or Certificates**

Medical terminology preferred. Mental Health First Aid Certificate, or ability to obtain within 30 of hire. Valid Washington State Driver's License, reliable automobile transportation and current automobile insurance is required.

### **Additional Skills Preferred**

- Data entry skills with a high degree of accuracy.

- Ability to leverage education and prior experience in the mental health system to inform program development, policy recommendations, and advocacy efforts, demonstrating a deep understanding of the diverse needs and perspectives of individuals interacting with mental health services.
- Advanced knowledge of state and county behavioral health initiatives.
- Advanced Motivational interviewing skills
- An understanding of behavioral health concepts and how to navigate through the WA state Behavioral Health System.
- Understanding of commercial and Medicaid Insurance helpful.
- 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. While performing the duties of this job, the employee is expected to travel throughout the Puget Sound region up to 50% of time, and work from the Seattle office up to 50% of the time. In addition, to the travel and in-office requirements, 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–\$54,995 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 + 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 Ogbamical, Sr. Human Resources Consultant at P: 206-489-4482, or E: [HR@projectaccessnw.org](mailto:HR@projectaccessnw.org)*