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MANAGER, CARE COORDINATION (DENTAL CARE)

Department: Care Coordination

Location: Hybrid Remote

FLSA Status: Exempt

Salary Grade: 58,000–\$62,000

Reports To: Director, Specialty Care Coordination

Date: June 11, 2024

POSITION SUMMARY

This position reports to the Director, Specialty Care Coordination and manages the day-to-day planning, operations, and problem solving to ensure high levels of efficiency and customer service within a team of specialty care coordinators.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides direct supervision to a team of specialty care coordinators, managing schedules, fostering a balanced workload, and adjusting coverage or caseloads as needed.
- Proactively develop and maintain in-depth expertise in internal policies, industry compliance requirements, regulatory standards, and best practices through continuous research and participation in relevant training.
- Conducts in-depth reviews of file audits, dashboards, and other management tools to ensure adherence to standard work procedures and HIPAA requirements. Identifies and addresses any discrepancies to maintain high-quality performance.
- Lead the rollout of new specialty care programs, including the development and delivery of targeted internal education sessions and resources to educate stakeholders and build program buy-in across all levels.
- Conduct collaborative monthly in-person meetings at FQHCs with medical staff to jointly improve referral processes and streamline appointment scheduling
- Lead the identification of process improvement opportunities in dental care coordination. Work collaboratively with stakeholders to develop and implement solutions, actively participating and leading discussions to ensure successful implementation.

- Organize and participate in community forums, speaking events, and tabling events to directly connect with vulnerable populations and potential providers.
- Build and cultivate relationships with potential providers through active participation in community networking events, ensuring a steady pipeline of qualified prospects.
- Organize and leverage regular meetings with the King County Accountable Community of Health to exchange knowledge and best practices. Utilize this collaboration to build our capacity for providing community-based care coordination services that effectively address the health-related social needs of our community.
- Address escalated billing concerns from clients and providers of care, maintaining positive relationships through clear communication and resolution strategies.
- Attend staff meetings, in-service meetings, and onsite provider orientation as required
- Attend required events such as Strike Down Barriers to Health Care, Seattle/King County Clinic and others as necessary.
- Perform other duties as needed or assigned.

SUPERVISORY RESPONSIBILITIES

This position supervises a team of care coordinators to include dental care and other specialty care coordinators.

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 preferred, or up to 2 years related experience, or equivalent combination of education and related experience.
- Previous dental care/referral coordinator experience preferred. Experience working in, or with non-profit organizations.
- Proven track record of successfully supervising diverse teams, promoting collaboration and creating a work environment where everyone feels valued.

Communication Skills

Ability to read and comprehend instructions and write basic correspondence. Bilingual candidates with fluency in both Spanish and English are encouraged to apply. Prefer a working knowledge of dental terminology.

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 electronic medical records, or electronic health records (Trackvia, desired) helpful. Ability to enter data with a high degree of accuracy.

Licenses or Certificates

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. 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 \$58,000-\$62,000 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 Coordination Manager." **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