

JOB DESCRIPTION

PROGRAM: Housing & Community Services **TITLE:** HCS Administrative Support II

JOB CLASSIFICATION: Care Coordinator II / **SALARY RANGE:** \$25.24–\$27.60/hourly
Range VII

DEPARTMENT: Housing & Community Services

IMMEDIATE SUPERVISOR: Administrative Specialist III

SUMMARY DESCRIPTION:

The HCS Administrative Support II provides full-time administrative support to Care Coordinators, Program Specialists, and leadership across CCAP's Housing & Community Services programs in Grays Harbor, Pacific, and Lewis Counties. This position is based at the Aberdeen office and manages a broad range of participant-focused administrative tasks that reduce documentation burden on direct service staff, ensure program compliance, and support continuity of participant services.

Core functions include recertifications, reauthorizations, benefits administration, FCS application support, assignment tracking, HEN subsidy coordination, and logistical participant support. This position does not carry a direct client caseload but works in close coordination with Care Coordinators and program staff to support participant outcomes.

This is a full-time position based in Aberdeen, Washington.

FUNCTIONAL RESPONSIBILITIES:

Recertifications & Reauthorizations

- Complete participant recertifications across all assigned housing programs per program-specific timelines, which range from every three months to annually (programs include HEN, HUD PSH, YHDP, TBRA, and other housing stabilization contracts).
- Maintain a proactive recertification tracking system across all programs and counties to ensure no participant lapses in eligibility due to missed deadlines.
- Process FCS reauthorizations every six months for all active FCS participants, coordinating with Care Coordinators and behavioral health partners to gather required documentation.
- Track FCS unit allocations per participant (30 units per authorization period); identify when units are approaching exhaustion and submit Exception to Rule (ETR) requests to TPB/Wellpoint to secure additional units.
- Update and maintain Releases of Information (ROIs) annually for all active participants, flagging expirations and coordinating renewals with Care Coordinators.

FCS Application Support

- Research FCS application denials and prepare resubmission packets with supplemental documentation to support approval.
- Identify participants who missed initial FCS application windows and initiate applications on their behalf in coordination with assigned Care Coordinators.
- Maintain accurate records of all FCS activity (applications, denials, appeals, reauthorizations, ETR submissions, unit allocations) in agency systems; collaborate with Care Coordinators and behavioral health partners to gather required supporting documentation.

Care Coordination Assignment Sheet

- Maintain the master Care Coordination and assignment tracking sheet, keeping caseloads current, accurate, and reflecting real-time program enrollment and staff assignments across all three counties.

- Update the assignment sheet promptly when participants are enrolled, transferred, or exited; communicate changes to relevant staff and supervisors.
- Flag caseload imbalances, staffing gaps, or capacity concerns to supervisory staff as they arise.

HEN Subsidy Coordination (Outside Agency Clients)

- Serve as the administrative point of contact for HEN subsidy participants whose case management is provided by an outside agency.
- Process HEN subsidy paperwork, maintain documentation, and coordinate with outside agency case managers to ensure all required records are received and current.
- Track HEN subsidy renewals and communicate upcoming deadlines to partner agencies and relevant CCAP staff.

Participant Service Support

- Facilitate online grocery orders for eligible participants enrolled in HUD-funded PSH and Youth programs as directed by Care Coordinators or Program Specialists, ensuring accurate delivery coordination and documentation.
- Assist Care Coordinators with the administrative components of rental applications, including gathering required documentation and communicating with housing providers as needed.

Data, Reporting & General Administrative Duties

- Enter and maintain data in agency systems including HMIS (Clarity), Pathways (CCS), and other required platforms.
- Prepare internal and external reports as directed by supervisory staff.
- Maintain organized electronic and physical records in compliance with program, funder, and agency requirements.
- Participate in staff meetings, trainings, and departmental functions as required.
- Maintain positive, professional relationships with partner agencies, landlords, funders, and community providers.
- Participate in other CCAP functions and complete other duties as assigned.

MINIMUM QUALIFICATIONS:

- High School Diploma or GED required; Associate's degree or higher preferred.
- Two or more years of progressively responsible administrative support experience, preferably in a social services, housing, or healthcare environment.
- Experience with or ability to quickly learn Medicaid/FCS processes, including authorizations, reauthorizations, denials, and ETR submissions.
- Proficiency in Microsoft Office (Word, Excel, Outlook) and experience with electronic records systems.
- Strong organizational and time management skills; ability to track multiple deadlines simultaneously across programs and counties.
- Ability to maintain confidentiality and handle sensitive participant information appropriately.
- Ability to pass and maintain a comprehensive background check.

PREFERRED QUALIFICATIONS:

- Experience with HMIS (Clarity), Pathways/CCS, or similar social services data systems.
- Familiarity with HUD housing programs (PSH, YHDP, TBRA, HEN) and their documentation requirements.
- Experience in Medicaid billing or benefits administration.
- Bilingual – English/Spanish.
- Experience working in nonprofit or community action settings.

LOCATION / WORKING HOURS:

This is a full-time, hourly position based at the Aberdeen, WA office. The position serves programs across Grays Harbor, Pacific, and Lewis Counties; occasional travel to other CCAP offices may be required. Program hours are 8:00 a.m.–5:00 p.m., Monday through Friday, but may occasionally vary based on departmental need.

This position is subject to pre-employment drug testing.

It is the policy of Coastal Community Action Program to assure that no individual be excluded from employment or employment opportunities on the grounds of race, color, age, sex, religion, national origin, marital status, or presence of sensory, mental or physical handicap, or Vietnam era and disabled veterans, or be denied the benefits of any of the agency's employment opportunities or delegate or contracted project agency.