



101 E Market Street
Aberdeen, WA 98520

JOB DESCRIPTION

PROGRAM: Housing & Community Services

TITLE: Bilingual Care Coordinator

JOB CLASSIFICATION: Care Coordination Specialist

SALARY RANGE: \$18.08-19.49/hour

DEPARTMENT: Housing & Community Services

IMMEDIATE SUPERVISOR: Housing Program Manager – Housing & Community Services

SUMMARY DESCRIPTION: This position provides comprehensive care coordination for individuals experiencing homelessness or housing instability. The **Care Coordinator** works with participants to develop individualized support plans to achieve housing stability and move toward self-sufficiency. The Care Coordinator interacts with diverse community supports, including behavioral health, substance abuse treatment, physical health, criminal justice, benefits management and employment.

In addition to these duties, the Bilingual Care Coordinator specializes in outreach and engagement with Spanish-speaking individuals and communities. The position provides interpretive services and consultation to ensure cultural competency for all programs at CCAP.

This is a full-time, hourly position. The position is based in Pacific County WA, working from our Long Beach and South Bend offices. The position requires community outreach in Pacific County, and may occasionally require travel to and work in our Aberdeen office.

FUNCTIONAL RESPONSIBILITIES:

1. Coordinate care that is safe, timely, effective, efficient, equitable, and client-centered.
2. Accept case assignments in a timely manner, review case progress, and determine program exits.
3. Help clients achieve wellness and autonomy.
4. Complete comprehensive assessments including the goals, steps to achieve goals and resources needed to achieve self-sufficiency.
5. Maintain regular communication with tenants, landlords, community partners, funders, and management.
6. Educate and inform applicants of program requirements and responsibilities.
7. Provide skills training in household budgeting.
8. Advocate and refer for services, including financial assistance, legal aid, housing, job placement, education, primary healthcare, mental health, substance treatment and other client-identified needs.
9. Coach participants to improve self-advocacy.
10. Complete all required documentation, including but not limited to progress reports, client eligibility, enrollment, tracking, and contacts with or on behalf of individual participants.
11. Collect data and prepare reports as mandated by program procedure within the agency.
12. Attend scheduled interdisciplinary team meetings and supervisory sessions.
13. Complete all training required for the Care Coordinator position, and

actively engage in developing a Professional Development Plan.

14. Positively represent CCAP in the community, including external meetings and forums.
15. Positively contribute to healthy, collaborative department and agency cultures.

MINIMUM QUALIFICATIONS

1. 2 years related professional experience or a related peer certification. Lived experience with demonstrated success in self-advocacy may substitute.
2. Bilingual- English/ Spanish
3. Ability to pass and maintain a background check.
4. Current WA Driver's License and auto insurance for frequent travel throughout the county to meet and transport participants. Clear driving record is required.

PREFERRED QUALIFICATIONS

1. AA/BA/BS degree in related human services field.
2. Lived experience with homelessness and factors associated with housing instability.
3. Certified Peer Counselor training
4. Proficiency in Microsoft word
5. Motivational interviewing skills
5. Excellent oral communication skills.
6. Organizational and time management skills.
7. Problem-solving skills
6. Other cultural competencies that contribute to the agency's effectiveness is serving diverse populations.

LOCATION/WORKING HOURS: This is a full-time, hourly position. Program hours of operation are 8a – 5p M-F, but may occasionally vary. The position is based in Pacific County WA, working from our Long Beach and South Bend offices. The position requires community outreach in Pacific County, and may occasionally require travel to and work in our Aberdeen office.

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.