



Bilingual Care Coordinator (English/Spanish)

San Francisco Bay Area, California

Job Description

About Us

Founded in Colorado in 2005, There With Care's mission is to provide a wide range of meaningful and fundamental services for families and children during the critical phase of a medical crisis. We serve families referred by hospital social workers and build support around them through a community of people and a network of services, who ease their burden of life's day-to-day obligations with compassion and care. Our current program locations are Colorado, Middle Tennessee, and the San Francisco Bay Area.

The Role

The Care Coordinator is responsible for ensuring families are supported throughout their medical crisis in a way that aligns with There With Care's mission and values. To this end the Care Coordinator enlists the help of staff, a volunteer pool, in-kind donors, and service providers within the community. The Care Coordinator is the liaison between the family, There With Care staff and volunteers, and the referring organization.

A Typical Day Might Include

- Processing incoming referrals, contacting a family to introduce There With Care services and discussing how to best support the family.
- Listening to a family with compassion, care, and non-judgment to determine the family's needs during their medical crisis.
- Utilizing our Salesforce database to track family information, services provided, and various reporting.
- Creating care packages for families and ensuring items are available.
- Coordinating with referring partners to ensure a collaborative approach to supporting families.
- Collaborating with other team members and volunteers to provide timely and appropriate care.
- Problem solving to address unique needs or challenges that may arise.
- Matching community support with family needs.

Qualities That Support Success In This Role

- *You have a passion for helping children and families.* The idea of directly communicating with families in a medical crisis via phone to provide support and care, motivates you.
- *You are a good listener.* You listen with compassion, care and without judgement to identify thoughtful and meaningful ways of supporting families.
- *You have professional, calm, clear and responsive verbal and written communication skills.* You have the ability to maintain clear focus and a calm demeanor during a fragile situation and you have good phone etiquette.
- *You have excellent time management and organizational skills.* You are comfortable juggling multiple projects and multiple people and able to be responsive at any moment to adjust workload and provide care to meet a family's immediate need.
- *You see the Solutions.* You are good at solving problems with efficiency and thoughtfulness. You are willing to find a solution, adapt, then execute. When you don't have the answers, you aren't hesitant to ask and learn.



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- *You have solid computer and data entry skills.* You are able to manage a large number of details that accompany tracking the support of a family and their needs. You have knowledge of Microsoft Office (Excel, Word, Power Point, Outlook). Experience with Salesforce or databases is an asset.
- *Collaboration Inspires You.* Working as a team, brainstorming and problem-solving together motivates you. You view feedback not as criticism, but as a way to have a better, stronger outcome. You naturally see ways to engage people and see the importance of building community.
- *You are multi-lingual in Spanish.* You have the ability to verbally communicate with families in Spanish and English; and the ability to write in English.
- *Bonus Talents-not required.* Experience in social service work or working with people in crisis or in a medical environment is helpful. Experience working with volunteers, or as a volunteer, is also helpful.

Qualifications

What is most important to us in this role is someone who is a team player energized by the idea of sharing his/her/their skills to listen and provide thoughtful and family focused care.
Vaccinated for Covid 19.

Compensation and Benefits

- Salary Range \$20-\$24 per hour, based on experience
- Full-time (40 hours per week)
- Health Benefits
- Vacation, Sick Leave and Paid Holidays
- 401(k) plan

How to Apply

Please submit your resume and along with the answers to the following questions to:
lisa.scheidecker@therewithcare.org. Please include Care Coordinator in the subject line.

1. What draws you to There With Care's mission? How would you connect further to that through this role?
2. Are there any qualities in particular that you possess that you think make you a good fit for this role?
3. Describe the values of an organization you have worked with previously. How did (or didn't) these values resonate with you?
4. Share a brief example of a problem you've encountered that you had to solve where you didn't know the solution and it was out of the area of your expertise.

You can submit your answers in writing, a slideshow, or a personal video. We're excited to learn more about you.

This position requires a Criminal Background Check. We reserve the right to make employment contingent upon successful completion of a Criminal Background Check. There With Care is an Equal Opportunity Employer.