



## Care Coordinator 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 over the phone 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

- Team player energized by the idea of providing thoughtful and family focused care.
- Passion for/experience with helping children and families facing critical illness.
- Client/customer service experience with compassionate listening skills and good phone etiquette.
- Professional and clear verbal and written communication skills.
- Excellent time management and organizational skills with a strong attention to detail.
- Solid computer and data entry skills and willingness to learn new things. Proficient in Microsoft Office 365 and experience with Salesforce or databases is desirable.
- Bachelors or Associates degree desirable.
- Spanish-speaking desirable.
- Experience working with volunteers, or as a volunteer is helpful.



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**Compensation and Benefits**

- Salary Range \$22-\$26 per hour, based on experience
- Full-time (40 hours per week)
- Medical Benefits
- Vacation, Sick Leave and Paid Holidays
- 401(k) plan

**How to Apply**

Please submit your resume and a cover letter with the answers to the following questions to: [lisa.scheidecker@therewithcare.org](mailto:lisa.scheidecker@therewithcare.org). Please include Care Coordinator in the subject line.

1. What interests you about working for There With Care?
2. What qualities and past job experience make you a good fit for this role?
3. What would be the biggest challenges for you in this position?

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.