

CHOICE

Job description

Title: Community Care Hub Referral Coordinator

Reports to: Community Care Hub Referral and Coordination Manager

FLSA status: Non-Exempt

FTE status: 1.0 FTE

Hours: 8 a.m. – 5 p.m., Monday through Friday

Location: Olympia, WA with opportunity for a hybrid schedule

Salary: \$62,700 - \$69,300



Who we are

[CHOICE](#) is a nonprofit organization dedicated to improving community health in central western Washington. To do this, we facilitate partnerships, collective planning, and collaboration with Tribal nations, local healthcare leaders, and community partners, and provide funding and support for regional health improvement programs and services.

At CHOICE, we value teamwork, integrity, accountability, preparedness, clear communication, innovation, and a healthy work environment. Our values guide our work and serve as the foundation for how we engage, partner, and support the communities across our region.

One of the many ways we support our region is through our community-based care coordination program, called the Community Care Hub. Through the Hub, individuals work with community organizations to receive comprehensive support tailored to meet their unique needs. These services and interventions cover a whole-person continuum of care, including physical health, behavioral health, and social supports, such as access to food or housing. The Community Care Hub program is community-centered, equity-driven, and acknowledges and addresses the barriers to critical services that different individuals may face.

The opportunity

Are you passionate about making a difference in community health and well-being? We're seeking a dynamic and detail-oriented individual to join our team as a Community Care Hub Referral Coordinator. In this role, you'll be at the heart of our referral process, maintaining accurate client data in our system, and ensuring that incoming referrals are efficiently assigned to the appropriate care coordinators. Your excellent communication and customer service skills will guide your interactions with partners and the general public, responding to queries and providing valuable information about our services and programs.

The Coordinator must have strong computer skills, and an ability to remain organized and manage the workload. A background and knowledge about referral coordination and resources in the community is preferable.

Major duties

Referral coordination

- Performs intake of Hub referrals and assists with client enrollment
- Responds to referral requests to ensure referrals are connected to partner agencies within a timely manner.
- Ensures accuracy and consistency of client data being entered into CHOICE's software system.
- Maintains positive relationships with partners and other community stakeholders who provide interventions for clients.
- Respond to partner and consumer queries either in person, over the phone, or through email.
- Maintain Hub Community Resource Directory records (i.e. Health Bridge).
- Leverage resources from other private and public entities to supplement the data collection of resources.
- Maintains customer confidentiality at all times.

Partner and community engagement

- Maintain an adequate supply of Hub marketing materials and update as needed to ensure information is current.
- Distribute Hub procured resources to network partners as needed.
- Collaborate with peers and other CHOICE Hub programs for community engagement and support.
- Keep abreast of stakeholder activities and present recommendations to Hub managers.
- Coordinate meetings, meeting preparation, and maintain meeting minutes.
- Support a large region of seven counties with potential for frequent travel during regular business hours.
- Must have a valid Washington State driver's license, reliable transportation, and proof of insurance (CHOICE provides travel compensation and reimbursement).

Preferred qualifications

- Bilingual Spanish
- **Education:** Bachelor's degree or higher in public health, social work, health administration, or a related field. While a bachelor's degree is preferred, we encourage all applicants who can demonstrate the required skills and professional experience to apply.
- **Preferred work experience:** Two or more years of experience in a referral coordination role, preferably within a healthcare, social services, or non-profit organization.

If you have gotten this far and are thinking you do not qualify, consider again. At CHOICE, we're dedicated to building a diverse and authentic workplace centered in belonging. If you are excited about this opportunity but your experience does not align perfectly with every qualification in the job description, we encourage you to apply anyway. You may just be the needed candidate for this or other roles.

Competencies

- **Computer skills:** Proficient in core productivity software, including Microsoft Office, with a proven ability to learn new applications.
- **Customer focus and business orientation:** Embrace the organization's mission, understand the big picture, navigate well in ambiguity, and flexibly adapt to shifting needs.
- **Dependability:** Demonstrate responsive and responsible behavior in a fast-paced setting.
- **Ethics and integrity:** Earn the trust, respect, and confidence of co-workers and partners through consistent honesty, forthrightness, and professionalism in all interactions; respect and maintain confidentiality.
- **Equity-focused:** Comfortable actively listening, learning, and engaging conversation about power, oppression, justice, and thriving. Works hard to integrate the organization's understanding of equity into sense-making processes and implementation of key strategies and initiatives.
- **Oral and written communication:** Ability to write and convey messages clearly. Communication approaches are culturally and linguistically appropriate for targeted and diverse audiences. Models and creates a culture that values listening, curiosity, and candid conversation.
- **Relationship-driven:** Develops, maintains, and strengthens internal and external relationships across staff, stakeholders, and community partners, including with those who have been historically excluded and underserved.
- **Strong social-emotional skills:** Ability to navigate complex interpersonal dynamics, operate with tact, communicate effectively, and maintain strong working relationships.
- **System development and implementation:** Proven ability and experience in designing and implementing operational systems.
- **Teamwork:** Work effectively, proactively, and collaboratively with program staff, stakeholders, and other state and regional partners.
- **Time management:** Plan and manage time effectively. Identify and handle competing workload priorities. Make effective decisions and take appropriate action within short timeframes and deadlines.

Benefits

Salary range

\$62,700 - \$69,300

Benefits

Paid time off (PTO) with excellent medical, dental, and vision benefits, including employer-funded HSA, and retirement plan with employer match.

Equal opportunity

CHOICE provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

CHOICE expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is not tolerated.

How to apply

Please email your resume and cover letter to hr@crhn.org with the subject line “Application for Community Care Hub Referral Coordinator”