



Position: Client Care Coordinator

Time Commitment: Full-time (non-exempt) 40 hours/per week, some evenings and weekends

Reports to: Director of Programs and Services

Position Summary

As a member of the program team, the Client Care Coordinator will work closely with the Director of Programs and Services to support the day-to-day functioning and success of the Screening Navigation Program (SNP) and Breast and Ovarian Cancer Emergency Fund (BOCEF). This position reports directly to the Director of Programs and Services.

Program Implementation

- Orient clients to the program they are enrolling in and maintain contact while overseeing the client's ongoing needs, satisfaction, and compliance with program policies.
- Interpret for Spanish speaking clients as needed.
- Interface with referral agencies and providers.
- Conduct intakes and program evaluation calls with clients at various points in time after their intake.
- Update program applications, program manuals, and other necessary paperwork as improvements to the program are made.
- Be onsite at CPMC Mission Bernal Campus 1-4 times per month when there are clinic days for the SNP.
- Identify, prepare, and mail program materials and other educational and appointment information to clients (by mail or email).
- Appointment scheduling, appointment reminders, and appropriate data tracking of all client interactions (e.g. all services provided, follow-up appointments, missed appointments etc.).
- Assist with payment processing for the BOCEF.
- Assist with continuous quality improvement of the program in the areas of project planning, service design, evaluation, and implementation.
- Provide ongoing supportive and/or case management functions in accordance with client requests.
- Provide exceptional customer service to all clients and feel comfortable interacting with clients who may have recently received a cancer diagnosis or are currently in-treatment for cancer.

Data Management

- Management of all data entry (specific to programs listed) and Helpline duties to ensure supportive client follow-up, accurate reporting, etc.
- Oversee the implementation, tracking, and evaluation of client data related to these programs, including personal stories from individual clients.
- Maintain program associated databases and data entry to ensure the accuracy of all client data.
- Perform quantitative and qualitative data analysis.
- Update program database fields as improvements to the programs are made.

Community Outreach/Program Marketing

- Attend outreach events as needed (weekdays and some weekends).
- Identify new community organizations and events that would be good outreach opportunities.

- Coordinate communication (through various methods) about our programs with community partners and organizations.

General Office duties

- Provide assistance with Helpline backup.
- Provide assistance whenever appropriate to other areas of the organization.

Other duties as assigned

- Complete other tasks as necessary and as directed by the Director of Programs and Services.

Qualifications

- Bilingual English/ Spanish required.
- Ability to work well as a team member and independently.
- Excellent interpersonal communication and ability to interact with a wide variety of people of all ages and backgrounds in a sensitive manner.
- Excellent follow-through, attention to detail, and ability to meet deadlines.
- Experience working with those facing difficult health challenges.
- Proficient in Microsoft Office, Google Suite, and various databases.
- Willingness to learn and use new technology.
- Resourceful and flexible.