



Client Access & Care Navigation Coordinator **Jewish Family & Child Service | Portland, Oregon**

Job Description

Job Title: Client Access & Care Navigation Coordinator

Department: Counseling / Community Support Services

Reports To: Clinical Director

FLSA Status: Non-exempt

Employment Status: Part-time, hourly

Scheduled Hours: Approximately 20 – 25 hours/week

Compensation Range: \$26–\$30 per hour

Work Location: Portland, Oregon; hybrid schedule possible upon approval

About JFCS

Jewish Family & Child Service improves quality of life and promotes self-sufficiency for individuals and families across the Portland metro area. Guided by dignity, belonging, and compassionate support, JFCS helps people feel seen, supported, and connected.

From counseling and senior services to emergency aid, food support, Holocaust Survivor Services, community engagement, and volunteer involvement, JFCS provides vital services that strengthen individuals, families, and the broader community.

Position Summary

The Client Access & Care Navigation Coordinator is a primary point of contact for individuals seeking JFCS services. This position coordinates intake, connects clients with JFCS programs and community resources, and provides additional navigation support when needed.

The coordinator works across JFCS programs to help clients receive timely, welcoming, and coordinated support.

Essential Responsibilities

Client Access, Intake & Referral

- Respond to individuals seeking JFCS services in a welcoming and timely manner.
- Complete intake and gather information needed to determine appropriate services.
- Connect clients with JFCS programs and community resources.
- Provide Information & Referral and follow-up as needed.
- Maintain accurate and confidential client records.

Behavioral Health Intake

- Coordinate behavioral health intake from initial inquiry through clinician assignment.

- Verify insurance benefits and communicate coverage information to clients.
- Match clients with clinicians based on need, insurance, and availability.
- Keep clients informed about waitlists, appointments, and next steps.

Care Navigation & Collaboration

- Provide additional support to clients who need help accessing or coordinating services.
- Assist with applications, forms, referrals, and warm handoffs when appropriate.
- Connect with community organizations and service providers on behalf of clients.
- Work collaboratively with JFCS staff across programs.
- Help maintain strong relationships with community partners and referral resources.

Qualifications

Required

- Experience working with clients in human services, healthcare, behavioral health, nonprofit services, or a related setting.
- Strong communication, organizational, and interpersonal skills.
- Ability to manage multiple priorities with accuracy and follow-through.
- Ability to maintain confidentiality and professional boundaries.
- Commitment to compassionate, trauma-informed, and culturally responsive service.
- Comfort using email, Microsoft 365, Google Workspace, databases, and electronic medical record systems.

Preferred

- Bachelor's degree in social work, human services, psychology, public health, or a related field, or equivalent experience.
- Experience conducting phone-based client intakes for behavioral health services, with the ability to engage individuals with professionalism, sensitivity, and a trauma-informed approach.
- Experience with medical insurance verification.
- Experience with Information & Referral, care coordination, case management, or Care Navigation.
- Knowledge of community resources in the Portland metropolitan area.
- Knowledge of the Portland nonprofit or Jewish communal landscape.

To Apply

Please submit a resume and brief cover letter to HR@jfcs-portland.org with the subject line **Client Access & Care Navigation Coordinator Application**.

Equal Opportunity Employer

JFCS is an Equal Opportunity Employer committed to creating a diverse, inclusive, and respectful workplace. We welcome applicants of all backgrounds and identities.