



Client Coordinator

Job Description

Job Title: Client Coordinator
Reports to: Executive Director
Status: 20-30 Hours
Pay: Starting at \$20/hour

The Wellness Place seeks a bilingual Client Coordinator to provide compassionate support and free resources to NCW cancer warriors. This team-supported role requires a proactive, organized, and bilingual individual committed to serving the diverse needs of our cancer community while managing office operations. The Client Coordinator is the champion of our vulnerable population's needs, boundaries, and confidentiality while maintaining a respected and professional reputation with our cancer community.

Key Duties and Responsibilities

Client Support:

- Welcome and communicate with clients, caregivers, and care teams in person and by phone, email, and mail to promptly assess and fulfill needs.
- Oversee the wig room, including client appointments, staffing, inventory, policies, and procedures. Training provided.
- Manage inventory, including monitoring and ordering stock based on current and anticipated needs, assembly (kits and samples), donation intake, and public wishlists.
- Identify credible resources that can further meet client needs.
- Work with the Executive Director to coordinate "pop-up" service-providing opportunities at offsite locations, including infusion rooms and at partner organizations.
- Model the compassionate treatment of clients equally and with respect.

Bilingual Communication:

- Serve as a key resource for bilingual communication within the organization.
- Provide Spanish interpretation services to assist clients and improve accessibility, including verbal, written, and video communication.

Office Management:

- Open and close the office, ensuring a clean, accessible, and inviting environment.
- Maintain client records, enforcing confidentiality and HIPAA compliance.
- Manage office supply needs and orders.
- Regularly pick-up and drop off mail to the post office.
- Maintain the office's digital and printed files.

Volunteer Coordination:

- Recruit, train, and manage volunteers for client, bilingual, and office support.
- Work with the Wellness Place staff to coordinate volunteer schedules and duties.



- Lead the Wig Advisory Committee to regularly consult on wig needs and improvements.

Outreach:

- Represent the organization in a positive and professional manner at Wellness Place events and within the community.
- Occasionally make deliveries to oncology and partner organizations.
- Assist in identifying and establishing partnerships to advance services.

Administrative Support:

- Generate reports on services rendered for the Executive Director and Board of Directors.
- Collaborate with staff to develop and refine operational policies and procedures.

Qualifications

- Fluent in English and Spanish (required).
- Valid drivers license and reliable transportation (required).
- Ability to work in-office on a reliable basis (required).
- Minimum high school diploma or GED.
- Minimum 3 years experience working with vulnerable populations, administrative support, and/or in a medical office.
- Strong interpersonal and organizational skills.
- Experience leading, supervising, or coordinating people preferred.
- Proficient on a computer, specifically with Google Drive and Microsoft Office.
- Familiar with HIPAA requirements.
- Ability to work independently and be a team collaborator.
- Commitment to the Wellness Place's mission and growth potential.
- Emotionally mature and self-confident, with sound judgment.
- Willingness to learn and grow in the role.
- Candidates with personal or professional experience in the cancer community are encouraged to apply. Lived experiences or connections to the cancer journey can bring valuable insights to this role.

Schedule

Monday-Thursday, 9:00AM - 2:00PM, with opportunities for additional hours

Compensation

\$20/hour for 20-30 hours per week. Health insurance may be offered after 6 months.

Apply

Email a resume and one-page cover letter to **admin@wellnessplacewenatchee.org**.

Applications will be reviewed on a rolling basis until the position is filled.

Applicants are subject to a background check.