



**Position title:** Outreach Care Coordinator  
**Reports to:** Lead Care Coordinator  
**Position type:** Full-time; 40 hours/week  
**Hours:** M-Th; 8:00am – 6:00pm; hours may vary with outreach and event activities  
**Location:** On-site at HEP's office or at outreach locations  
**Salary:** Starts at \$65,000  
**Benefits:** 100% Employer covered Health, Dental and Vision for employees; HSA and FSA options; 160 hours PTO accrued yearly; 10 federal holidays plus 2 floating holidays and a weeklong winter holiday closure; Weekly self-care time; 100% subsidized ORCA card; \$1,000 yearly for professional development funds; 401k eligibility after six months of employment  
**Term:** Permanent, full-time  
**Deadline:** Open until filled

#### **WHO WE ARE:**

The Hepatitis Education Project (HEP) is a Seattle-based 501(c)(3) nonprofit agency committed to providing support, education, advocacy, and direct services for people affected by hepatitis. Driven by the values and principles of social justice and harm reduction, our programs include Prevention and Outreach, including syringe access; Medical Care Coordination; Correctional Health; and Policy and Advocacy. Through these programs, HEP serves people at risk for or living with viral hepatitis, with a focus on disproportionately impacted communities including people experiencing homelessness and/or housing instability; people who are uninsured/underinsured; people who inject drugs; incarcerated or formerly incarcerated individuals; and immigrant and refugee communities.

#### **PROGRAM DESCRIPTION:**

The Care Coordination Program provides direct services to people with viral hepatitis aimed at supporting client-identified goals, reducing barriers to treatment and care, facilitating linkage to medical care, and providing support to clients as they work toward getting cured. Care Coordination team members engage in community outreach to provide testing, education, referral, and case management services to clients disproportionately impacted by viral hepatitis, homelessness, and substance use. Additionally, Care Coordination Program staff provide harm reduction services, safer use education, behavioral health referrals and other supportive services to clients participating in HEP's syringe service program.

#### **POSITION DESCRIPTION:**

HEP is seeking a full-time Care Coordinator to provide viral hepatitis and infectious disease testing, harm reduction services, health education, and comprehensive case management services aimed at reducing barriers to hepatitis C treatment and care. This Care Coordinator will predominantly engage in direct service with populations at designated encampments, with a focus in South King County and at HEP's fixed site syringe service program in the International District. Community outreach sites include low-barrier housing, unsanctioned encampments, substance use treatment programs, syringe service programs, and drop-in centers.

#### **RESPONSIBILITIES INCLUDE:**

- Providing comprehensive case management and care coordination services to people with hepatitis C;

- Outreaching to people living in encampments to provide in-the-field testing, medical case management, and hepatitis treatment (conducting staging labs and medication delivery), harm reduction supplies, and referrals to HEP's other services including on-site low-barrier buprenorphine;
- Providing hepatitis C and infectious disease testing at community outreach sites and during on-site programming;
- Developing and maintaining collaborative, trusting, relationships with assigned clients to support individualized service planning aimed at improving client autonomy;
- Developing interdisciplinary partnerships with medical and social service providers to improve linkage to care outcomes for people with hepatitis C;
- Delivering medically accurate and appropriate viral hepatitis and harm reduction education to patients, community members, and providers;
- Determining client eligibility and support enrollment for social and medical programs, including government benefits, health insurance, and patient assistance programs;
- Distribute naloxone, safer use equipment and overdose prevention information to participants at HEP's on-site syringe service program;
- Maintaining work standards to ensure compliance with HIPAA, Human Subject Protections, Case Management ethics and other agency guidelines;
- Complying with program research and outcomes procedures and participate in quality assurance projects, as indicated;
- Other duties and responsibilities as assigned.

#### **CANDIDATE QUALIFICATIONS**

- Able to become phlebotomy certified- required (certification provided by organization);
- Must possess active WA State driver's license and feel confident driving HEP's outreach van to sites throughout King County;
- Ability to traverse challenging terrain at encampment sites;
- Willingness to work in environments that may involve exposure to illicit substances;
- Ability to work 40 hours per week, including occasional weekend or evening events;
- Ability to work with self-direction and flexibility in an environment that encourages collaboration among team and across programs to improve continuity of care for clients.

#### **DESIRED CANDIDATE QUALIFICATIONS:**

- Lived experience or education that demonstrates understanding of homelessness or unstable housing, substance use, and/or incarceration;
- Three or more years working in social welfare, homelessness, substance use, outreach, and/or case management services;
- Active phlebotomy certification or recent phlebotomy experience strongly preferred;
- Experience providing services and interventions from a strengths-based, harm reduction framework;
- Foreign language proficiency in one of King County's top 20 most common languages strongly preferred;

*People of color, LGBTQ-identified people, and individuals whose lived experience has been affected by drug use, homelessness/housing insecurity, incarceration, and/or viral hepatitis are strongly encouraged to apply.*

*To apply, please send resume and cover letter to [resumes@hep.org](mailto:resumes@hep.org). Resumes without a cover letter will not be considered. Please include the job title in the subject of your email.*