KNO'QOTI
NATIVE WELLNESS, INC.
809 South Main Street, Lakeport, CA. 95453
Phone: (707) 900-2121 Website: knwi.org

Job Title:	Care Coordinator	Supervision:	No supervisory requirements
Department/Group:	Community Health	Hours:	Mon-Fri; 8am-5pm; evenings and occasional weekends, as assigned
Location:	River Valley Region (Hybrid)	Salary:	$25-$28 Per Hour
Position Type:	Regular, Full-Time, Non-Exempt	Reports To:	Lead Care Manager

Job Description

Position Description

The Care Coordinator provides culturally grounded case management and care coordination services to relatives receiving services through Kno'Qoti Native Wellness, Inc. (KNWI), including Enhanced Care Management (ECM) and CalAIM Community Supports programs. The Case Manager works closely with relatives and families experiencing complex health and social needs, including behavioral health challenges, housing instability, substance use, chronic health conditions, and justice system involvement.

This position supports relatives by conducting assessments, developing individualized care plans, coordinating services, and connecting relatives to healthcare providers, social services, cultural healing resources, and community programs. The Case Manager works collaboratively with tribal partners, healthcare systems, housing providers, behavioral health programs, and county agencies to ensure holistic and culturally responsive care.

The Case Manager plays a key role in advancing KNWI's vision of strengthening Native communities through healing, wellness, culture, and coordinated care.

Education and Training

- Strong knowledge and awareness of tribal culture and history, including the impacts of historical trauma, colonization, and community healing practices.
- High School Diploma (or high school equivalency) plus two years related experience and/or training, or a combination of training and experience.
- Experience in case management, social services, healthcare navigation, behavioral health support, or community outreach preferred.

Certificates/Credentials

- Certification (or ability to certify) and ability to maintain certification in Cardiopulmonary Resuscitation (CPR), 1st Aid, and Automatic External Defibrillator (AED).

Required Qualifications

- Experience providing case management, care coordination, or social service support.
- Knowledge of Tribal communities, cultural values, and culturally responsive service delivery.

- Ability to work collaboratively with healthcare providers, tribal governments, county agencies, and community organizations.
- Strong communication, organization, and interpersonal skills.
- Ability to maintain confidentiality and appropriate professional boundaries.
- Ability to work independently while coordinating with multidisciplinary teams.
- Valid California driver's license and reliable transportation.

Preferred Qualifications

- Experience working with CalAIM programs, including Enhanced Care Management (ECM) or Community Supports.
- Knowledge of healthcare navigation, Medi-Cal systems, or social determinants of health.
- Experience supporting individuals experiencing homelessness, behavioral health needs, substance use disorders, or chronic health conditions.
- Experience working with Tribal Nations or Tribal-serving organizations.
- Familiarity with local resources.

Skills

- Ability to work effectively with diverse populations and relatives experiencing complex life circumstances.
- Strong communication skills including active listening, verbal communication, and written documentation.
- Ability to build trusting relationships with relatives and service providers.
- Ability to manage multiple cases and prioritize tasks effectively.
- Maintain strict confidentiality and professional ethics.
- Ability to assess needs and identify appropriate referrals and services.
- Demonstrate accuracy and thoroughness and complete work in a timely manner.
- Ability to work both independently and collaboratively as part of a multidisciplinary team.
- Exhibit objectivity and openness to others' views.
- Ability to give and receive feedback and contribute to a positive team environment.
- Display compassion, respect, and commitment to community wellness.
- Proficient computer skills including web-based research, word processing, MS Excel, database systems, and email.

Duties & Responsibilities

Direct Support & Case Management

- Conduct intake assessments and screenings for relatives referred to ECM and Community Supports programs.
- Provide ongoing one-on-one case management and care coordination for relatives receiving KNWI services.
- Develop individualized care plans that address health, behavioral health, housing, employment, transportation, and cultural healing needs.
- Assist relatives in navigating healthcare systems, social services, and community resources.
- Support relatives in setting and achieving wellness and life goals.

Enhanced Care Management & Community Supports Coordination

- Coordinate services across medical, behavioral health, substance use treatment, housing, and social service systems.
- Facilitate referrals and warm handoffs to providers, including tribal health programs, clinics, housing programs, and community organizations.
- Advocate on behalf of relatives to ensure access to appropriate services and resources.
- Support relatives in maintaining engagement with care providers and treatment programs.
- Monitor progress and adjust care plans as needed in collaboration with the relative and care team.

Collaboration & Interagency Partnerships

- Maintain strong working relationships with tribal governments, healthcare providers, housing programs, behavioral health departments, and community-based organizations.
- Participate in multidisciplinary team meetings, case conferences, and care coordination meetings to support relatives receiving services.
- Represent KNWI in collaborative meetings related to CalAIM, ECM, housing, and community wellness initiatives.
- Assist with outreach and engagement activities to connect community relatives to KNWI services.

Program Implementation & Reporting

- Maintain accurate case documentation, case notes, and service records consistent with ECM program requirements.
- Track services, referrals, and outcomes using KNWI reporting systems.
- Assist with program reporting and evaluation activities as required by funders and partner organizations.
- Participate in ongoing training related to trauma-informed care, motivational interviewing, cultural humility, and care coordination best practices.

Working Conditions

- Working indoors in environmentally controlled conditions.
- Occasionally may work outside the office, including traveling to community sites and partner agencies.
- May require sitting for 6–8 hours per day.
- May require lifting a maximum of 30 pounds.
- Requires driving to partnering agencies, relative locations, and community events.
- Requires contact with others (face-to-face, telephone, email, video platforms, or correspondence).
- Will require working with others in a group or team.
- Requires meeting strict deadlines.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Acknowledgement

This document is not an employment contract. This job description has been designed to inform employees of the general duties and responsibilities involved with this position. I have read this description and understand what is expected of me in this position.

Employee Signature: _____ Date: _____