



Job Title: COMMUNITY SUPPORTS COORDINATOR

FLSA: Non-Exempt

Full time: 40hours/week

Hourly range: \$21 to \$23

Benefits: Medical, Dental, Vision (with employer contribution), Flex, Life, 401k w/ match. Generous time-off & 11 paid holidays.

Supervisor: Chief Programs Officer

Position Description: The Community Supports Coordinator will be responsible for the oversight of client enrollments and billing. They will conduct the applicant's initial screening, submit the authorization, review and submit claims in an accurate and timely manner, and dispute submissions of denied claims.

The ideal candidate will be passionate about the mission of Mama's Kitchen; possess a collaborative spirit and enjoy an openwork setting; and incorporate the highest levels of ethics and professionalism.

Primary Responsibilities:

1. Provide day-to-day support to clients.
2. Screen client eligibility for services
 - verify insurance benefits
 - obtain authorizations.
3. Conduct intake assessment and surveys.
4. Document clients and dependents information into the Client Relationship Management software.
5. Review data kept in software to ensure accuracy.
6. Prepare and submit claims to Health Plans.
7. Prepare and submit other reports as needed.
8. Follow up on rejected claims & initiate insurance appeals.
9. Assist and/or conduct billing audits as needed.
10. Act as liaison between Mama's Kitchen and Medical Managed Care Plans (MCPs).
11. Monitor and recommend policy and procedure changes to ensure compliance with contract requirements.
12. Analyze program performance.
13. Honor agency policies and procedures.

Other Duties: As assigned by Chief Programs Officer

Required Skills:

1. 3 years of experience in social services.
2. Intermediate Excel skills required.
3. Ability to learn new software applications.
4. Ability to achieve thoroughness and accuracy when tackling tasks.
5. Strong understanding of cultural competency with the target population.
6. Good communication and interpersonal skills and ability to speak concisely to clients, and referral partners.
7. Organized with confidential client material.
8. Must be dependable and self-motivated.
9. Ability to work in multi-person multi-activity space.
10. Be able to lift 50 pounds.

Covid 19: We require all employees to be fully vaccinated and provide proof of vaccination upon hire. Background Check: All employees are required to go through a background check. The final consideration for employment depends on clearing of a background check.

Vision Statement:

At Mama's Kitchen, we envision a community where all individuals with critical illnesses are no longer vulnerable to malnutrition.

Mission Statement:

Mama's Kitchen believes that everyone is entitled to the basic necessity of life – nutritious food. Our services improve the health and well-being of individuals and families vulnerable to malnutrition due to critical illness.

Mama's Kitchen Core Values

Dignity and Respect: Focus on the individual is at the heart of everything we do at Mama's Kitchen. Mama's Kitchen fosters a community where mutual respect and dignity are preserved by promoting humanity, compassion and empathy towards our clients, donors, volunteers, and staff.

Reliability: Mama's Kitchen is resourceful, efficient, and flexible. Our clients tell us that reliability is what sets Mama's apart from other organizations.

Integrity: Guided by honesty, loyalty and a commitment to confidentiality, Mama's Kitchen is responsive to the needs of all our clients, volunteers, donors, and staff. We pride ourselves in doing what we say we are going to do.

Diversity: Mama's Kitchen is an all-inclusive family. We foster a welcoming environment and embrace all members of the community without judgment.

Team Work: Mutual effort and unity are the ingredients that allow our mission to succeed.

Equal Opportunity

Mama's Kitchen has a long-standing commitment to equal employment opportunity for all applicants for employment. Employment decisions including, but not limited to, those such as employee selection, performance evaluation, administration of benefits, working conditions, employee programs, transfers, position changes, training, disciplinary action, compensation, and separations are made without regard to race, color, religion (including religious dress and

grooming), creed, national origin, nationality, citizenship status, domestic partnership status, ancestry, gender, affectional or sexual orientation, gender identity or expression, marital status, civil union status, family status, age, mental or physical disability (including AIDS or HIV-related status), atypical heredity cellular or blood trait of an individual, genetic information or refusal to submit to a genetic test or make available the results of a genetic test, military status, veteran status, or any other characteristic protected by applicable federal, state, or local laws.

Please send Resume and cover letter to jobs@mamaskitchen.org