



Seattle Musicians Access to Sustainable Healthcare is a 501(c)(3) Washington Charitable Organization

Seattle Musicians Access to Sustainable Healthcare - SMASH - is a nonprofit organization dedicated to keeping Seattle's music community healthy and thriving by providing health education, advocacy and access to preventative healthcare to Seattle area working musicians.

JOB DESCRIPTION

Job Title: **SMASH Membership Services Coordinator**

Job Summary

This volunteer position assists SMASH members with access to medical and other health-related services. Services include: scheduling, qualifying and enrolling eligible musicians into SMASH membership; updating members with understanding and qualification for new services as they become available; providing information on SMASH programs; supporting efficacy for members in appointment-making for medical services; providing referrals to other local resources that support maintaining a healthy lifestyle; providing input on member service development and coordinating the operational processes needed to support this work; and supporting and promoting SMASH services and activities.

15-20 hours/week, for approximately 3 months

Essential Duties and Responsibilities

Under general direction of the Board of Directors, the Membership Services Coordinator will:

1. Provide input on member qualification and service process development. Help organize processes to ensure goals are effectively carried out and members receive appropriate services.
2. Address membership inquiries by phone or email, responding to inquiries within 48 hours.
3. Pre-screen applicants and review member applications, schedule and conduct in-person member enrollment appointments to determine SMASH eligibility for membership.
4. Complete member health care needs assessment.
5. Support members in making medical appointments and provide guidance on what to expect at appointments.
6. Orient members to qualifying SMASH services and register members for health-related events (e.g. custom hearing protection program).
7. Maintain *strict* confidentiality of member information.
8. Continually address customer service and satisfaction in all activities.
9. Provide program support by entering accurate and complete data into database.
10. Maintain member application and referral files, hard copy and electronic.
11. Develop and implement methods of evaluating and improving the program and engage in team problem solving.
12. Establish and maintain referral relationships with local organizations, agencies, institutions and businesses.
13. Collect collateral materials (brochures, handouts etc.) for referrals to members.
14. Demonstrate a commitment to the mission and goals of SMASH and its values of health care access to working musicians.
15. Assist in other administrative duties facilitating SMASH organization, including but not limited to maintenance of member CRM database, developing membership systems and materials under the direction of Board committee members, creating a sustainable filing and access system for



member materials, keeping Board informed of membership concerns and trends.

Qualifications and Requirements

Education

Required	Preferred
AA or BA college degree with a health care or social service focus	Licensed Advanced Social Worker (LASW)

Experience

Required	Preferred
Prior experience in providing a high level of member service including handling confidential data with discretion, case management	Referral coordinator or care coordinator experience, preferably in a healthcare environment

Knowledge / Skills

Required	Additional Knowledge / Skills Preferred
Commitment to serving the community, specifically the underserved population	Knowledge of Seattle music community
Demonstrated competency at communicating and collaborating with a diverse population.	
Excellent critical thinking and customer service skills including grammar and communication	
Good organizational and time-management skills, demonstrated good judgment, excellent problem-solving abilities, professional demeanor	
Ability to calculate personal income	
Proficient with: Technology and social media-based communication (e.g. texting, PMing); Microsoft programs (specifically WORD/EXCEL); content management databases; general overall computer usage	"Kindful" database or similar Customer Relationship Management (CRM) databases
Ability to read and interpret documents, reports and data	Contract, grant and Request for Proposal (RFP) experience
Demonstrated competency communicating complex clinical information to colleagues and SMASH members	Understanding of commercial and Medicaid Insurance

Physical requirements of working environment

This position requires the manual dexterity sufficient to operate phones, computers and other office equipment. This person must speak clearly using the English language.