



Service Coordination Manager

Department	Programs		
Supervisor	Program Improvement Manager	Status	Full Time, Exempt
Revised	July 2026	Location	Spokane, WA

Family Impact Network supports public and private efforts to transition under-resourced children and families from crisis to stability. With a focus on outcomes and quality services, FIN is partnering with the Department of Children Youth and Families and service providers to serve as the Network Administrator in twenty counties in Eastern and Central Washington. Through this work, FIN provides resources and services to vulnerable children and families to address safety, prevention, permanency and stability, and overall well-being.

Our diverse team brings together a unique range of talents and perspectives. Whether it's leadership, policy, funding, or community advocacy, we do this work because we are passionate about our communities and helping families. We serve a diverse community and encourage applications from qualified individuals who reflect the families served. At Family Impact Network, we believe in the strength that diversity brings to our organization and are committed to fostering an inclusive environment where every individual's unique background and perspective are not only welcomed but celebrated. As we continue to grow, we are actively seeking talented professionals from all walks of life to join our team. We invite individuals of all backgrounds, ethnicities, genders, abilities, and perspectives to apply. Our goal is to build a team that thrives on the unique contributions of each member.

At the core of our organization lies not just our commitment to excellence, but also to the well-being of our employees. We proudly offer a remote/hybrid work model that empowers our team to thrive in their professional roles while accommodating their personal needs.

Complementing our flexible work model, we also offer very generous medical, vision, and dental coverage to our employees and their families at very minimal out of pocket costs. Ensuring health and wellness are always prioritized, we put great value on work-life balance, our generous earned paid time off (PTO) and Wellness hours allow our employees time to recharge and take the time needed for time away from work.

Planning for the future is also essential, which is why we offer fully paid employee group term life insurance benefits as well, safeguarding the future of our employees and their loved ones. Our 401 (k) matching program is top of the line at 6%. We feel assisting our employees in securing their financial stability down the road will not only benefit them personally but also contribute to their overall well-being and success both within and outside the workplace.

The Service Coordination Manager will be responsible for all day-to-day referral and programs while overseeing and supervising the Resource Team. This position will provide support to the Resource staff while engaging them and collaborating to develop processes for the team. One of the main responsibilities of the Service Coordination Manager are to work as an intermediary between multiple stakeholders to ensure families are receiving suitable and timely services.

ESSENTIAL JOB FUNCTIONS

- Provide leadership, supervision, and day-to-day operational oversight of the Resource Team to ensure timely, accurate, and high-quality referral management.
- Oversee the review and coordination of all incoming referrals, ensuring accuracy, completeness, and

alignment with program requirements.

- Serve as the primary liaison with DCYF Social Workers, Regional Program Leads, providers, and internal FIN teams to facilitate effective communication and problem resolution.
- Monitor and manage provider capacity, including oversight of weekly capacity submissions, ongoing provider support, capacity reporting and accurate provider availability across applicable systems.
- Build, maintain, and strengthen collaborative relationships with network providers and community partners.
- Lead and support Resource Specialists by providing supervision, coaching, workload management, and performance oversight.
- Provide support and backup for provider data inquiries, reporting, and provider portal assistance to ensure timely resolution of questions and continuity of operations.
- Schedule, coordinate, and facilitate referral staffing, provider meetings, and other collaborative meetings as needed.
- Partner with the Program Improvement Manager to improve operational processes, implement quality improvement plans, and support continuous quality enhancement across the Resource Team.
- Support implementation of Quality Improvement Plans by assisting with provider quality development, participating in quality visits with providers, coordinating follow-up activities, and tracking progress on quality initiatives.
- Assist the Program Improvement Manager with provider quality development activities, including participating in provider quality visits, provider meetings, and quality-focused collaboration.
- Provide support to the Program Improvement Manager for provider engagement activities, including coordinating provider meetings, preparing materials, documenting action items, and assisting with quality-related communications.
- Monitor data, reports, dashboards, and performance metrics to identify trends, ensure data integrity, and recommend process improvements.
- Ensure compliance with applicable laws, policies, contractual requirements, and internal procedures.
- Participate in and represent the Resource Team in internal and external meetings, quality initiatives, and cross-functional workgroups.
- Provide operational coverage for referrals, on-call responsibilities, and other Resource Team functions as needed.
- Perform other duties as assigned, including occasional overnight or out-of-town travel.

QUALIFICATIONS

- Experience working within the child welfare system.
- Knowledge of Family Time and Combined In-Home Services programs.
- Experience coordinating services with multiple stakeholders.
- Experience providing direct services to children and families.
- Supervisory or team leadership experience is preferred.
- Experience with quality improvement or program operations preferred.

REQUIRED SKILLS

- Excellent verbal and written communication skills.
- Strong leadership, coaching, and team development abilities.
- Ability to build collaborative relationships with internal and external partners.
- Strong organizational, project coordination, and problem-solving skills.
- Experience managing multiple priorities in a fast-paced environment.
- Ability to analyze data and use information to improve processes and outcomes.
- Demonstrated customer service and service-oriented mindset.
- Ability to support quality improvement initiatives and provider engagement activities.
- Proficiency in facilitating meetings, coordinating projects, and following through on action items.

ESSENTIAL PHYSICAL SKILLS

Possess the physical health and stamina to consistently carry out job duties and essential functions over the

course of a workday. Have the ability to operate a motor vehicle and meet FIN standards for acceptable driving record.

ENVIRONMENTAL CONDITIONS

Work in a hybrid/office environment with occasional to frequent visits to external environments that require driving to and from various locations. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

SALARY: \$70,000

Disclaimer:

This job description is not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. All FIN employees may be required to perform duties outside of their normal responsibilities from time to time, as needed, to meet the ongoing needs of the organization.

To apply for this position, please send your resume and cover letter to Kellie Miner, HR Generalist at kellie@familyimpactnetwork.org