

Job Title	Bilingual Care Coordinator (EAP)
Employer/ Agency	National EAP, Inc.
Job Description	The Care Coordinator II is a licensed master's level clinician who plays a critical role in delivering high-quality, responsive EAP services in a fast-paced, high-volume environment. This position blends care coordination, clinical case management, and real-time support, requiring a strong ability to multitask while maintaining consistent availability to respond to inbound calls and service requests. As a core member of the Client Services Team, the Care Coordinator serves as both a front-line clinical resource and a care navigator, balancing the demands of a call-driven service model with ongoing case management. This role is responsible for managing the full lifecycle of EAP cases from initial intake through resolution while collaborating closely with clients, providers, and organizational partners to ensure a seamless and supportive experience. <u>Key Responsibilities:</u> • Client Intake & Access to Care • Case Management & Care Coordination • Workplace & Organizational Support • Provider Network Management • Documentation & Systems Management
Qualifications	Education & Licensure • Master's degree in social work or counseling related field is required • Active clinical licensure required • Bilingual, Spanish-speaking required *Not eligible for "C" hours toward LCSW due to business set up.
Hours	Full time, Monday-Friday 8:30am-5:00p EST (730a-4pm CST)
Address	National EAP is headquartered in Long Island, NY. However, this is a remote position.
City, State, Zip	Long Island NY 11788
Contact Person	Meghan Beck, LCSW Director, EAP Operations
Telephone Number	631.588.8102

Fax Number	631.588.8143
Email Address	info@nationaleap.com
Application Method	Apply via indeed: https://www.indeed.com/viewjob?jk=28c04c704ee8f0fb&from=shareddesktop_copy
Opening Date	Immediately

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