



321 Blue Hill Avenue
Dorchester, MA 02121
617.445.1228

www.caribbeanfoundation.net

Bilingual Operations Coordinator I

Department: Operations

Reports To: Coordination Manager

Position Status: Full-Time

About Caribbean Foundation of Boston

Caribbean Foundation of Boston (Urban Community Homemaking) provides compassionate, culturally responsive home care services that help older adults and individuals with disabilities remain safely and independently in their own homes. We are committed to delivering exceptional care while creating a supportive and inclusive workplace for our employees.

What We Offer

- Supportive and collaborative work environment
- Opportunities for professional growth
- Meaningful work supporting CFoB's mission and community
- Competitive pay and benefits for eligible employees

Position Summary

The Operations Coordinator provides day-to-day administrative and service coordination support for Caribbean Foundation of Boston's home care operations. Because the majority of the individuals and families we serve communicate primarily in Spanish, the ability to communicate effectively in both English and Spanish is essential to this position. The Coordinator works closely with clients, caregivers, nurses, referral partners, and internal departments to help ensure services are scheduled accurately, information is documented timely, and client and caregiver needs are addressed professionally and respectfully. The Coordinator is an important member of the operations team and will receive training and guidance while developing the knowledge and skills needed to independently manage assigned responsibilities.

Essential Duties and Responsibilities

- Assist with client intake, referrals, service starts, and service changes under the direction of senior operations staff.
- Coordinate caregiver schedules and assignments based on client needs, caregiver availability, language, and continuity of care.
- Communicate with clients and caregivers regarding schedules, service changes, questions, and routine concerns.
- Assist with caregiver replacements and follow-up to help maintain continuity of services.

- Maintain accurate client and caregiver information in agency systems and ensure required documentation is completed timely.
- Review employee time and attendance information and assist with identifying missing or inaccurate entries.
- Provide administrative support for payroll and timekeeping processes, including gathering and organizing documentation.
- Assist with billing and revenue-related documentation by confirming that service records are complete and accurate.
- Prepare and maintain operational trackers, reports, logs, and other administrative records.
- Assist with employee onboarding, orientation, training coordination, and credential/compliance tracking.
- Respond to telephone calls, emails, and in-person inquiries in a professional, respectful, and service-oriented manner.
- Work collaboratively with nurses, senior coordinators, finance, HR, referral partners, and other departments.
- Maintain confidentiality of client and employee information and follow organizational policies and applicable privacy requirements.
- Identify routine operational issues and escalate complex or urgent matters to the appropriate senior staff member or manager.
- Participate in meetings, training, quality improvement activities, and special projects as assigned.

Qualifications

- High school diploma or equivalent required; associate degree or additional relevant education preferred.
- 1–2 years of experience in administrative support, customer service, healthcare, home care, human services, scheduling, or a related field preferred.
- Experience working in a fast-paced office or service environment preferred.
- Strong customer service and interpersonal skills.
- Strong organizational skills and attention to detail.
- Ability to manage multiple tasks, prioritize work, and meet deadlines.
- Ability to communicate clearly and professionally by phone, email, and in person.
- Proficiency with Microsoft Office, including Outlook, Word, and Excel.
- Ability and willingness to learn electronic healthcare, scheduling, payroll, and business management systems.
- Ability to maintain confidentiality and exercise sound judgment.

- Bilingual (English/Spanish) proficiency required. Must be able to communicate effectively in both English and Spanish, verbally and in writing, with clients, caregivers, referral partners, and internal staff.

What Success Looks Like

- You learn our systems and workflows quickly and ask questions when clarification is needed.
- You are dependable, organized, and accurate with documentation and data entry.
- You communicate respectfully and effectively with clients, caregivers, and coworkers.
- You can identify routine issues, take appropriate action, and know when to escalate a concern.
- You become increasingly independent in managing assigned coordination responsibilities.

Core Competencies

• Customer Service	• Communication
• Organization & Planning	• Attention to Detail
• Teamwork	• Accountability
• Problem Solving	• Adaptability
• Cultural Competence	• Confidentiality
• Time Management	

To Apply: Please submit your resume and a brief summary of your relevant experience to info@caribbeanfoundation.net

Pay Range Disclosure

The pay range for this position is \$26.44 to \$28.85 per hour. This range represents the lowest to highest hourly rate that Caribbean Foundation of Boston, in good faith, believes it would pay for this position at the time of this posting.

Actual compensation will be determined based on several factors, including, but not limited to, relevant education, training, certifications, experience, internal equity, market conditions, and the organization's operational and budgetary needs. The posted pay range may be modified at any time in accordance with applicable law.

Equal Employment Opportunity

Caribbean Foundation of Boston strongly believes in equal employment opportunities for all employees and applicants for employment. Our organization's success depends on the skills of qualified people, regardless of their race, age, color, religion, national origin, ancestry, sex



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(including pregnancy, gender identity, and expression), sexual orientation, protected genetic information, veteran status, disability, or any other characteristic protected by law. We will not discriminate based on these characteristics in any personnel action.