

OPEN ROLE

Care Coordinator

Full-Time / Salary · US / Remote

WHO WE'RE LOOKING FOR

- Background in care coordination or a related care role
 - 2–5 years of relevant experience
 - Experience in a startup, high-volume, or fast-paced environment
 - Comfortable with ambiguity and building process from the ground up
 - Curious about the business side of healthcare
 - Mission-driven with genuine belief in what we're building
 - Coachable, collaborative, and eager to learn
 - Excited to grow alongside the team
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USER ONBOARDING & SUPPORT

- Serve as the primary point of contact for new users, guiding them from introduction through program exit
- Build rapport with users to understand their needs, preferences, and goals within the program
- Monitor user engagement and status throughout their time in the program

SCHEDULING & CALL MANAGEMENT

- Schedule and coordinate calls for users based on availability and program needs
- Review call quality and user feedback to adjust scheduling as needed
- Add call types tailored to different user needs and stages in the program
- Propose new call formats and engagement touchpoints as the program grows

FAMILY COMMUNICATION

- Act as the point of contact for family members with questions about the program
- Proactively share important updates or milestones with families as appropriate

DASHBOARD & SYSTEMS

- Maintain accurate user records within the dashboard, including scheduling, interaction logs, and user status
- Develop proficiency with the dashboard as a core tool for day-to-day care management

PROCESS & TEAM

- Learn and execute care processes developed by the Head of Care with consistency and attention to detail
 - Surface feedback on process gaps or opportunities for improvement
 - Contribute to building the care team's foundation as one of its earliest members
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HOW TO APPLY

If you're interested in this opportunity, please email us at careers@heyvelma.com with the following subject line and answers to the two questions below:

Subject Line:

Applying for Care Coordinator – *[One word that describes your work style]*

Question 1

What's something about providing care that you believe is the most valuable part of the work, and what shaped that belief?

Question 2

Share a time you worked in an environment where processes were still being built. What worked for you, what didn't, and what did you learn about yourself?