

Job Title: Care Management/Member Advocate
Location: Catholic Diocese of Fargo, ND
Job Type: Part-Time/Full-Time
Reports to: Vice President of Care Management

About the Role:

As a Care Manager and Member Advocate, you will serve as a trusted guide and advocate for the clergy of the Catholic Diocese of Fargo, helping them navigate the complexities of healthcare while supporting their overall well-being. Rather than providing hands-on clinical care, you will serve as a compassionate coordinator and advocate — ensuring clergy receive the right care, in the right place, at the right time.

This care management/member advocate role blends purpose-driven service with professional expertise, offering the opportunity to build meaningful relationships while helping clergy access the resources they need to flourish. If you are passionate about supporting others, thrive in a mission-centered environment, and want to make a meaningful difference in the lives of those who serve the Church, this role offers a rare and fulfilling opportunity.

Key Responsibilities:

Member Support & Relationship Building

- Build trusted relationships with clergy through regular outreach and personal visits.
- Serve as a primary point of contact for clergy needing assistance navigating healthcare and benefits.
- Identify unmet needs and proactively connect clergy with appropriate services and resources.
- Promote preventive wellness by educating members on health initiatives and available resources.
- Provide educational materials and resources focused on prevention, wellness, and chronic disease management.
- Provide clear, accessible health information to help members understand and utilize their benefits.

Care Coordination & Navigation

- Coordinate medical, dental, and specialist appointments to ensure seamless care experiences.
- Assist members in navigating healthcare systems and provider networks.
- Support benefit coordination and collaborate with plan design vendors when needed.
- Coordinate third-party services when needed (DME, home health, specialty providers, etc.).
- Connect members with community resources including transportation, home care, and support services.

Advocacy & Clinical Support

- Conduct on-site hospital visits and serve as an advocate for members during hospitalizations.
- Provide post-hospitalization follow-up and care coordination.
- Conduct on-site visits to members in facilities including assisted living, skilled nursing facilities, retirement homes, and hospitals.
- Conduct home safety assessments and arrange modifications or meal services when needed.
- Assist with remote monitoring tools such as glucometers, blood pressure cuffs, and alert systems.

Collaboration & Program Support

- Collaborate closely with Meta Care's support team including pharmacists, nutritionists, and social workers.
- Collaborate with Client leadership to ensure strong communication and coordination of services.
- Work collaboratively with Client-affiliated ministries and services including retirement homes and assisted living facilities.
- Participate in client meetings to identify needs and ensure comprehensive support.
- Develop outreach initiatives to increase awareness of available services and benefits.

Documentation & Professional Standards

- Maintain accurate and timely documentation of member interactions and services provided.
- Maintain strict confidentiality in accordance with PHI and HIPAA guidelines.
- Engage respectfully and professionally with clergy members and colleagues.
- Travel as needed to member locations and events.
- Perform additional duties as assigned by the Vice President of Care Management

Who We're Looking For:

- Minimum 3 years of healthcare experience required.
- Preferred LPN or RN (active license not required). Ideal for nurses seeking a meaningful non-bedside role.
- CNA or Medical Assistant backgrounds are also encouraged (active license not required).
- Experience in clinical or medical office settings with a passion for helping individuals navigate the healthcare system.
- Exceptional communication and listening skills with the ability to offer emotional support.
- Strong organizational abilities and attention to detail.
- A humble, service-oriented demeanor and genuine desire to support others.
- Ability to work independently while collaborating with healthcare professionals and Meta Care team.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint).

Compensation & Benefits:

Compensation based on experience and qualifications.

Full-Time employees are eligible for:

- Medical, dental, and vision insurance
- Retirement plan
- Seven (7) paid holidays
- Vacation and sick leave
- Company contribution of 90% toward individual medical premiums

Availability: If you are compassionate, detail-oriented, and inspired by the opportunity to support clergy members in their health and wellness journey, please submit your resume and a cover letter to REC@metacareusa.com

Equal Employment Opportunity: Meta Care Inc. is proud to be an equal-opportunity employer. All qualified applicants are encouraged to apply.