



Family Care Coordinator

Strategic Leadership Profile

The Family Care Coordinator serves as a key support professional responsible for coordinating care resources and services for individuals and families experiencing crisis, medical needs, or disaster-related disruption within Wings CRS programs. This role ensures families receive coordinated assistance, guidance, and access to the services necessary to stabilize and recover.

While we value experience, we value ATTITUDE more. We seek servant-leaders who are intuitive, emotionally secure, confident self-starters, out-of-the-box thinkers, supportive team players, and capable problem solvers — not problem creators. Above all, this individual is deeply committed to helping families regain stability and strengthening resilient communities.

In this role, you will work directly with families, healthcare providers, and community organizations to coordinate care plans and ensure individuals receive appropriate medical, behavioral health, and social support services.

This position carries responsibility for helping families navigate complex systems of care, ensuring continuity of services, and supporting the organization's mission of compassionate crisis response.

Core Responsibilities

Coordinate care services for families and individuals experiencing medical, behavioral health, or social challenges.

Conduct family needs assessments and develop individualized care coordination plans.

Connect families with healthcare providers, behavioral health services, and community resources.

Provide guidance and support to families navigating healthcare and social service systems.

Maintain accurate documentation and case management records.

Collaborate with clinical teams, social workers, and community partners.



Assist with follow-up services to ensure continuity of care.

Ensure compliance with confidentiality, privacy, and ethical care standards.

Support community outreach and family resilience initiatives.

Participate in disaster response deployments when family care coordination services are required.

Required Qualifications

Bachelor's or Master's degree in Social Work, Psychology, Counseling, Human Services, Healthcare Administration, or related field.

Experience in care coordination, family services, case management, or community support programs preferred.

Minimum 2–4 years of relevant professional experience preferred.

Strong communication and interpersonal skills.

Ability to work with diverse populations in crisis or high-stress environments.

Knowledge of healthcare systems, behavioral health services, and community support networks.

Hiring location: Boerne, Texas

Compensation & Benefits

Please see our Recruiting page on our website for the complete and current list of benefits and compensation details.

If you are looking for your best last job — where your work makes a real difference and directly contributes to saving lives — please send your resume to us today for consideration. Military veterans are strongly encouraged to apply.

Wings CRS is an Equal Employment Opportunity (EEOC) employer.



Wings CRS is fully committed to promoting wellness and creating both a healthy and safe environment for all employees, volunteers, patients, and visitors.

Wings CRS maintains a LIMITED TOBACCO PRODUCT USE policy. The organization will not hire individuals who use or test positive for nicotine products unless such use is under the documented guidance and supervision of a licensed physician as part of an approved medical treatment or cessation program.

All candidates must undergo an extensive evaluation process, including thorough background checks and drug, alcohol, and nicotine testing as a precondition of employment.