

CARALLEL POSITION DESCRIPTION

CARE ADVOCATE

Title: Care Advocate

Reports to: Director, Care Advocate Team

Company

Carallel is on a mission to make caregiving easier for the millions of people supporting loved ones across the country. As a tech-enabled service, we provide empathetic support, personalized guidance, and practical assistance throughout a caregiving journey. We are committed to demonstrating the impact caregiver support can have on healthcare outcomes for caregivers and the loved ones who rely on them.

Our team is guided by five core values that define our collaboration internally and our efforts externally: Empathy + Diversity + Collaboration + Purpose + Accountability. By embodying these values, we strive to create a positive and lasting impact in the world of caregiver support.

Role Summary

Carallel Care Advocates help family caregivers navigate the challenges of caregiving with greater confidence and support. Our highly experienced team provides compassionate, personalized guidance through phone, email, chat, and other digital channels. Care Advocates listen first, help caregivers identify priorities, problem-solve, navigate resources and services, and develop practical solutions that reflect each caregiver's unique circumstances.

We are looking for a Care Advocate who can build trusted relationships with caregivers and guide them with compassion, cultural sensitivity, and expertise. This role supports caregivers across a wide range of needs and life circumstances, meeting each person where they are in their caregiving journey.

Responsibilities

- Build trusted relationships with family caregivers through phone, email, live chat, and other communication channels.
- Listen to caregivers' needs, identify priorities, problem-solve, and help develop practical next steps.
- Provide education, guidance, and emotional support across a range of caregiving topics, including health and healthcare navigation, in-home care, senior living, financial and legal resources, community services, and caregiver well-being.
- Help caregivers navigate and coordinate services and resources, such as in-home care, senior living options, support groups, healthcare and community resources.
- Support caregivers in making informed decisions while recognizing their individual circumstances, preferences, culture, and family dynamics.
- Guide caregivers in using Carallel's digital tools and resources.
- Document caregiver interactions and relevant information accurately and consistently in Carallel's systems.
- Collaborate with other Care Advocates and internal teams to ensure caregivers receive timely, coordinated support.

Requirements

- Bachelor's degree preferred, with 5+ years of relevant professional experience. Equivalent education, training, and extensive hands-on experience in caregiver support or related fields will also be considered.
- Excellent listening, verbal, and written communication skills.
- Strong problem-solving skills and the ability to simplify complex information and support informed decision-making.
- Ability to provide calm, empathetic support to individuals navigating stressful or emotionally challenging circumstances.
- Comfort working with technology, including Microsoft Office, Google Workspace, and web-based platforms.
- Ability to work independently in a remote environment while collaborating effectively as part of a team.
- Ability to manage multiple caregiver needs and priorities while maintaining accurate and timely documentation.
- Follow Carallel's privacy, compliance, quality, and operational standards.

Preferred Qualifications

- Bilingual candidates
- Based in Los Angeles, Western North Carolina or the Greater Philadelphia area.
- Personal experience as a family caregiver.
- Professional credentials or experience in one or more of the following areas: social work; care management; community health; senior living; eldercare counseling; healthcare or social services; or other related caregiver-support roles.
- Experience working directly with family caregivers.
- Experience supporting Medicaid populations or working in community health, federally qualified health centers (FQHCs), community-based organizations, or similar settings.
- Curiosity and a strong interest in continuously learning about caregiving topics beyond your primary area of expertise.

Compensation: \$28.00-\$30.00 per hour depending on experience, technical skills, and qualifications.

Job Type: Part-time, about 25 hours per week

Job Location: Remote work; company located in the Greater Chicagoland Area. This is a U.S.-based, remote work position, and verification of U.S. work authorization is required. Background investigation and drug screening are also required, as allowed by law.

All applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability-protected veteran status, or any other characteristics protected by law.