



The **Chinatown Service Center (CSC)** is a nonprofit organization that provides multilingual health and social services, employment training and counseling in the Greater Los Angeles area. For further information on CSC, Visit our web site at <http://www.cscla.org>

Position: Social Services- Program Navigator

Open Date: August, 2023

Closing Date: Until filled

Pay Range: \$21.00 to \$24.00 Per Hour

Job Purpose:

Under the direct supervision of the Program Manager, the duties of this position will focus on 1) providing direct social services case management to clients; and 2) assisting with special projects and new programs. This position requires a broad base of job knowledges in social services field, excellent analytical skills and ability to effectively manage multiple projects simultaneously.

Job Responsibilities:

- Coordinate project and outreach to targeted population and community
 - Assist program manager with developing outreach plans and strategies
 - Conduct outreach activities with various methods
 - Collaborate with community leaders and organizations to ensure effectiveness of service and meet grant/program deliverables
- Screen and Enroll Clients into Appropriate Social Service Programs
 - Conduct comprehensive assessments of clients' needs and eligibility for various social service programs.
 - Guide clients through the enrollment process, assisting with paperwork and application submissions.
 - Maintain up-to-date knowledge of available social service programs and eligibility requirements
- Provide Comprehensive Case Management
 - Develop individualized service plans for clients based on their unique needs and goals.
 - Regularly monitor and evaluate the progress of clients in achieving their objectives.
 - Coordinate with other service providers to ensure seamless delivery of support to clients.
- Information and Referral Services:
 - Provide accurate and timely information to clients about available resources and programs.
Make appropriate referrals to other service providers based on clients' needs.
- Maintain detailed and accurate records of all services provided to clients.
- Establish and maintain strong working relationships with government agencies, private sector organizations, and community-based organizations to enhance service linkages.



- Collaborate with partners to develop joint outreach initiatives and share information.
- Provide receptionist coverage, when necessary.
- External office support
 - Represent department's program to funders and outside agencies
 - Participate in community/agency liaison activities to assure community awareness of services and programs
 - Assist in outreach and educational event

Qualifications:

- Some college or post-secondary education is required with a minimum of 2 years work experience in client-facing environment
- knowledge of available community resources and understanding of the field of social service
- Bilingual, including ability to read and write, in one or more of the following language: English and Chinese, Vietnamese and/or Spanish is required.
- Good organizational skills and ability to work independently with a high degree of accuracy, attention to detail and conformity to procedure required.
- Good communication and interpersonal skills, including ability to coordinate and cooperate with others required.
- Experience preparing written reports, correspondence and other documents required.
- Word processing and data entry experience on Macintosh, Microsoft Word and Excel.
- Must have valid California Driver's License, auto insurance and available transportation

Please send your resume to:

cschr@cscla.org

Subject: Social Services- Program Navigator

**Chinatown Service Center is a nondiscrimination equal opportunity employer.
Reasonable Accommodations are available upon request to individuals with disabilities.**