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.