



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: Case Manager

Open Date: November, 2023

Closing Date: Until filled

Pay Range: \$20.00 to \$24.00 Per Hour

Job Purpose:

Under the supervision of the Program Supervisor, the goal of this position is to screen and enroll clients into appropriate social service programs. Provide comprehensive case management, advocacy, and information-referral services to clients. Maintain accurate and timely documentation of services. Maintain service related linkages with government agencies, private sector organizations and other community-based organizations.

Job Responsibilities:

- Provide excellent customer service to clients and assist clients with advocacy and community resources.
- Screen clients to enroll in the appropriate programs according to program eligibility and client needs.
- Collect appropriate documentation as it pertains to assessment requirements and enrollment.
- Provide case management to client by assessing their needs, develop service plan with client to help them move toward independence and self-sufficiency.
- Develop marketing materials, coordinate, plan and implement outreach activities; maintain and develop resource networks for the Social Service Department.
- Maintain accurate and timely documentation of services and outcomes in accordance with all agency regulations, standards, contractual guidelines and requirements.
- Submit accurate and complete service data and reports to Lead/Senior Case Manager and funding sources.
- Create development plan of strengths, development areas with supervisor.
- Maintain ongoing training opportunities as deemed appropriate to career track.
- Provide receptionist coverage, when necessary.
- Attend any necessary workshops and trainings, as appropriate or required
- Available to participate in outreach activities or agency-wide events, as requested.
- Other duties as assigned.



Qualifications:

- Bachelor's degree from an accredited university in the Social or Behavioral Sciences or a related field; (degree may be substituted with a minimum of two years' experience in social services or a related social services field)
- 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.
- Available to work weekends if needed.
- Ability to interact with diverse population and develop good relations with individuals and families.
- Valid California Driver's license, auto insurance and available transportation.

Please send your resume to:

cschr@cscla.org

Subject: Case Manager

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