Chinatown Service Center

Job Announcements

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: March, 2016

Closing Date: Until sufficient applications have been received.

Summary of Duties:

The goal of this position is to screen and enroll clients/patients into appropriate social service programs. Provide comprehensive case management, advocacy, and information-referral services to clients/patients. Maintain accurate and timely documentation of services. Maintain service related linkages with government agencies, private sector organizations and other community-based organizations. The Case Manager will report to the Department Manager/Senior Case Manager.

Example of Duties:

A Screen and enroll patients in appropriate programs.
1 Provide excellent customer service to clients/patients.
2 Screen clients/patients to be enrolled in the appropriate programs according to program eligibility and client needs.
3 Collect appropriate documentation as it pertains to assessment requirements and program enrollment.
4 Assist clients/patients in interpreting and completing required medical, personal, and financial forms.

B Provide case management to clients/patients by assessing their needs, develop care plan with client/patient to help move toward independence and self-sufficiency.
1 Provide intake screening
2 Conduct in-home or on site client/patient needs assessment.
3 Assist in development of comprehensive care plan for client/patient(s).
4 Collaborate with appropriate professionals/agencies to render services to meet clients' needs.
5 Provide post-assessment follow-up to ensure needs are being met.
6 Provide reassessment and termination procedures when appropriate.

C Assist clients with advocacy and community resources
1 Coordinate, plan and implement outreach event.
2 Develop and conduct consumer education.
3 Provide consumer advocacy, information and referrals for clients.
4 Maintain and develop resource networks.

D Maintain accurate and timely documentation of services and outcomes in accordance with all agency regulations, standards, guidelines, and requirements.

1 Maintain accurate client/patient records and documentation.
2 Input patient's basic demographic information and insurance/eligibility status in the management billing/appointment software.
3 Submit accurate and complete service data and reports to Senior Case Manager/Department Manager and funding sources.
4 Establish procedures to ensure clients' right to privacy and confidentiality is maintained.
5 Ensure documentation and case notes are in compliance with contractual guidelines.

E Professional Development
1 Create development plan of strengths, development areas with supervisor
2 Maintain ongoing training opportunities as deemed appropriate to career track.

F General Office Support
1 Establish a comfortable and welcoming environment for clients.
2 Provide receptionist coverage, when necessary.
3 Attend weekly staff, committee, and other department meetings
4 Attend any necessary workshops and trainings, as appropriate or required
5 Available to participate in outreach activities or agency-wide events, as requested.

Qualifications:

- Bachelor's degree in human services or equivalent (degree may be substituted with a minimum of three years' experience in human services area).
- Basic computer and Internet skills: MS Word, Excel and Power Point
- Detail-oriented
- Effective oral and written communication skills.
- Able to work independently and take initiative.
- Able to work effectively while multi-tasking
- Establish and maintain effective working relationships with those contacted in the performance of required duties.
- Able to explain designated and specific regulations and procedures to clients
- Bilingual in English and Chinese (Mandarin and/or Cantonese)
- 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.
- Previous experience in government program eligibility and screenings

Please forward your resume accompanied by a cover letter to
Human Resource Department
767 N. Hill St., Suite 400, Los Angeles, CA 90012
Fax: (213) 680-0787
cschr@cscla.org

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