



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 (Asset Building and Financial Management Program)

Open Date: January, 2019

Closing Date: Until filled

Job Summary:

Under the supervision and direction of the Program Supervisor, the Case Manager of the Asset Building and Financial Management Program of the Chinatown Service Center is a direct service position responsible for implementation, including outreach, marketing and case management, of language/culture specific asset building and financial management programs and services identified by the Program Director.

Example of duties:

- Explain program services and eligibilities to potential clients. Conduct initial client assessment, eligibility, and enrollment.
- Monitor client's progress in the areas of debt, personal credit score, and savings amount. Develop case development plan with goals and timeline to achieve goals with clients.
- Provide clients with information to all of agency's programs and services, as well as connecting them to other appropriate public and community resources.
- Coordination: recruit and coordinate qualified speakers, exhibitors, sponsors, collaborators and partners as needed. Coordinate all logistics aspects including setting agendas, site selection and scouting, time, and other resources necessary.
- Active engagement and relationship-building with community groups, financial institutions, and especially school districts. Record clients' successes and activities in traditional client files, maintain and update client files and electronic database.
- Maintain accurate and appropriate records for files, sign in sheets, development plans, etc. in a professional and timely manner.
- The Case Manager will be assigned as a site coordinator for the Volunteer Income Tax Assistance (VITA) Program during the tax season, therefore, completing training required by Internal Revenue Agency (IRS) on time is mandatory.
- Assist clients in filing income tax returns, manage clients' scheduling and follow up with clients to ensure completed tax forms are accurate during the tax season.
- Perform other duties as assigned.

Qualifications:

- Some college or post-secondary education required with a minimum of 2 years work experience.
- Proficiency in both verbal and written English and Cantonese/Mandarin required.
- Proficient in modern office practices, procedures, and equipments such as Microsoft Office (MS Word, Excel, Power Point), attending webinars, be able to understand popular social media, etc.
- Good interpersonal skills and solid administrative and organizational skills.
- Detail oriented with excellent time management, organizational, written, verbal, and computer skills.
- Very proficient in math and arithmetic; comfortable working with numbers and reports.



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- Must be able to work with flexible schedule, work weekends and/or evenings on occasions.
- Work in the field (out of the office) and be able to do frequent local travelling by car.
- Valid California Driver's License, proof of auto insurance, and available transportation.

Other preferred attributes:

- Experience working with clients who have limited English proficiency and previous customer service or public work experience highly preferred.
- Fluency in any Chinese dialect highly preferred.

Please send your resume to:

cschr@cscla.org

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