



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: Referral Coordinator

Open Date: January, 2019

Closing Date: Until filled

Job Summary:

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. The Referral Coordinator will report to the Director of Clinic Operations.

Job Responsibilities:

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

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

- C. Assist clients with advocacy and community resources.
 - Coordinate, plan and implement outreach event.
 - Develop and conduct consumer education.
 - Provide consumer advocacy, information and referrals for clients.
 - Maintain and develop resource networks.
 - Maintain accurate and timely documentation of services and outcomes in accordance with all agency regulations, standards, guidelines, and requirements.
 - Maintain accurate client records and documentation.
 - Input patient's basic demographic information and insurance/eligibility status in the management billing/appointment software.



- Submit accurate and complete service data and reports to Department Director and funding sources.
- Establish procedures to ensure clients' right to privacy and confidentiality is maintained.

D. Professional Development.

- Ensure documentation and case notes are in compliance with contractual guidelines.
- Create development plan of strengths, development areas with Director Department.
- Maintain ongoing training opportunities as deemed appropriate to career track.
- Assist in Program Evaluation and Quality Management.

E. General Office Support.

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

F. Perform other duties as assigned.

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. Ability to interact with diverse population and develop good relations with individuals and families.
- Ability to establish and maintain effective working relationships with those contacted in the performance of required duties.
- Able to work independently, take initiative and work effectively while multi-tasking.
- 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.
- Valid California Driver's license, auto insurance and available transportation.
- Previous experience in government program eligibility and screenings preferred.

Please send your resume to:

cschr@cscla.org

Subject: Referral Coordinator

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