



Job Description

Position Title:	Case Manager/Community Services Specialist (CSS)	FLSA:	Non-Exempt
Position Reports To:	Program Manager/Supervisor	Salary Range:	\$15.00 to 17.50 Hourly

Summary of Duties:

The Case Manager/CSS is responsible for providing culturally and linguistically competent linkage to clinical mental health services, facilitate and support clinical/therapeutic interventions and activities, and provide community education, outreach and advocacy for the unmet needs of the Asian and Pacific Islander communities.

Essential Duties and Responsibilities:

1. The Case Manager will provide case management duties for assigned clients, which includes: work closely with therapist to provide linkage to therapeutic and clinical services and interventions.
 - a) Provide referral resources and/or linkage to community services as schools, DPSS, Social Security as required ensuring client success in achieving service goals.
 - b) Provide culturally and linguistically competent linkage with monolingual or limited English proficient parents of children receiving services.
 - c) Facilitate in crisis intervention as needed for cultural and linguistic support.
 - d) Facilitate group with focus on case management.
 - e) Teach client skills needed to adhere to doctor recommendations and follow medical regime.
 - f) Provide psycho-education for the purpose of assisting the client in their mental health treatment (e.g., providing consultation or psychoeducation about client's condition.)
2. Provides accurate and timely documentation of services and activities provided to clients.
3. Translates and disseminate information to designated API communities through newspaper articles, flyers, etc.
4. Maintain a 65% Staff Utilization Rate.

Non-Essential Duties and Responsibilities:

1. The CSS is responsible for attending and maintaining training and certifications for program specific areas as identified by PACS.

Qualifications and Experience:

1. Bachelor's Degree in Social Work, Psychology and/or other human services related field
2. Or Associate of Arts Degree in related field or High School /GED with minimum of 6 years of experience in the social services/mental health field and experience in servicing a culturally diverse clientele and community.
3. Bilingual in English and one of the Asian Pacific Islander languages and/or Spanish
4. Exhibit flexibility and maintain client-centered perspective.
5. Ability to bridge cultural differences and work in diverse ethnic environment.
6. Have good English verbal and written skills with ability to keyboard and maneuver within computer applications with ease.
7. Be able and willing to travel within Los Angeles County. Maintain reliable means of transportation and able to show proof of vehicle liability insurance.

Above duties and qualifications may be updated without notice due to programs and services requirements.