

JOB TITLE: Case Worker/Case Manager

EMPLOYER: Asian Youth Center

LOCATION: Lancaster CA

DEPARTMENT: Youth & Family Services or Employment Services

REPORTS TO: Program Coordinator/Program Manager

EFFECTIVE DATE: February 24, 2022

FLSA STATUS: Hourly, Part-Time/Full-Time, Non-Exempt, At Will

SALARY: \$18.00 - \$21.00 per hour

SUMMARY: Assist in the implementation of direct social services appropriate for high-risk, at-risk, probation, foster care and/or low-income youth, adults and their families in order to help reduce their criminal involvement and recidivism and overcome barriers to success in their family, school, community, employment, health and life. Programs include but are not limited to: Educational Pathways & Vocational Opportunities, High-Risk/High-Needs In Home Services, Home Based Services to High-Risk High-Needs Youth and Families; Home Based Gender Specific Services; and Intensive Case Management Services. See program manuals and funding source Scope of Work or contract documents for more specific program information.

DUTIES AND RESPONSIBILITIES:

- Conduct outreach and engagement activities to recruit, enroll, and retain clients through successful completion of programming;
- Conduct assessment and screening activities to identify client eligibility, strengths, goals, and needs;
- Develop and implement individualized service plans in partnership with each client;
- Provide information and referral, follow-through and monitoring, and remove barriers to help client access needed services and resources including basic needs, housing, health, mental health, substance use disorder, legal services, employment and vocational services, benefits establishment, etc.;
- Provide client support services such as social emotional learning, independent living skills, support groups (parenting, anger management, conflict resolution, wellness, skill development), employment preparation, educational support, youth development, recreational, community engagement, mentoring and other individual or group services;
- Provide support for transportation services as appropriate;
- Assess and respond to client satisfaction feedback regularly and positively;
- Maintain accurate and up-to-date documentation, including forms, case notes, data entry into online systems, and analyze data for continuous quality improvement;
- Attend required meetings and trainings;
- Provide services on a flexible schedule including evenings and weekends; and
- Other related duties as assigned by supervisor, or as identified in program manuals or funding source contracts

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

REQUIRED QUALIFICATIONS:



- Bachelor's Degree (BA) in Social Work, Psychology or related field from an accredited school, university, and two years of experience providing direct mental health or intensive case management services, or equivalent combination of education and experience
- Experience working with diverse communities;
- Excellent verbal and written communication skills and attention to detail in documentation;
- Computer literate;
- Certificates, licenses and registrations required: Adult, Child, and Infant CPR/AED & First Aid Certification; valid California driver's license, excellent driving record, reliable transportation and auto insurance;

PREFERRED QUALIFICATIONS:

- At least 1 year of related working experience with high-risk, at-risk, probation, foster care, and/or low-income youth and/or parents;
- Bilingual in Mandarin, Cantonese, Vietnamese, or Spanish; and,
- Experience with group facilitation, group presentations or experience with home-visitation

COMPETENCIES:

- **Cultural Competence** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Cooperation** – Establishes and maintains effective relations. Exhibits tact and consideration. Displays positive outlook and pleasant manner. Offers assistance and support to co-workers. Works cooperatively in group situations. Works actively to resolve conflicts.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Job Knowledge** - Displays required job skills and knowledge. Exhibits ability to learn and apply new skills. Keeps abreast of current developments. Requires minimal supervision. Displays understanding of how job relates to others. Uses resources effectively.
- **Judgement** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand
- Frequently required to walk
- Frequently required to sit
- Frequently required to talk or hear
- Occasional exposure to outside weather conditions
- While performing the duties of this job, the noise level in the work environment is quiet to loud
- The employee must occasionally lift and /or move more than 35 pounds

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Please send a cover letter and resume along with 3 references to careers@aycla.org.

AYC is an Equal Employment Opportunity Employer and adheres to hiring practices in accordance with Federal and State regulations.