

**JOB TITLE:** Mental Health Promoter - Case Manager (Bilingual Chinese)

**EMPLOYER:** Asian Youth Center

**REPORTS TO:** Supervising Mental Health Promoter/Mental Health Clinical Supervisor

**EFFECTIVE DATE:** March 1, 2024

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

**SALARY:** \$21.00 – \$29 per hour



**SUMMARY:** Assist and lead in the implementation of case management services appropriate for low income, immigrant older adults (65+). Provide direct community education, engagement, information and referral. Programs include Mental Health Promoter Services. See program manuals and funding source Scope of Work or contract documents for more specific program information. This position is based out of San Gabriel, CA with a hybrid schedule. Reliable transportation to community events throughout the San Gabriel Valley and other parts of LA County be required as part of the job duties.

**DUTIES AND RESPONSIBILITIES:**

**Case management:**

- Conduct outreach and enrollment of clients
- Assist in the assessment, development, and implementation of individualized service plans
- Assist in the provision of information and referral, follow through and monitoring, and removal of 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, and use of emergency funds.
- Assist clients in ongoing navigation of community resource systems through appointment accompaniment, transportation assistance, reminders, and coaching.
- Provide participants with safety net funding, dissemination and tracking of supplies
- Assess and respond to client satisfaction feedback regularly and positively
- Maintain accurate and up-to-date documentation
- Assist in the development of publications and communications
- Attend required meetings and trainings both AYC and in the community

**Outreach and Workshop Facilitation:**

- Educate, engage, inform, and empower clients by establishing good rapport through culturally and linguistically competent relationship development and customer service
- Assist in the development and implementation of a community needs assessment
- Provide outreach and engagement through in-person and virtual activities, events, and workshops that create community awareness, educational opportunities, and mitigates risk factors associated with mental illness
- Participate in and implement Community Resiliency Model (CRM) facilitator trainings
- Implement trainings related to recovery related to Covid-19, and other natural, manmade, or hybrid disasters linked to trauma
- Implement other outreach, engagement and training activities that may include, but are not limited to:
  - Intergenerational family healing activities
  - Culturally appropriate outreach, engagement, and education activities
  - Community psychoeducation and support
  - Non-traditional trauma-informed activities such as art, dance, music, animal therapy, mindfulness, and healing gardening
  - Leadership development, empowerment, advocacy, coalition building, community organizing, and the importance of civil rights and voting rights
  - Community-led groups (peer-to-peer support) and other community defined capacity building and supports
- Assist in the development of community partnerships
- Provide services on a flexible schedule (planned in advance) including evenings and weekends

- 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:**

- Bilingual in Mandarin or Cantonese
- High school diploma or equivalency
- Lived experience or 1 year of work experience with low-income, immigrant, older adult (65+) populations
- Excellent verbal and written communication skills in English and attention to detail in documentation.
- Excellent computer skills
- 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:**

- Minimum 1 year of case management experience
- Experience with group facilitation, group presentations, outreach events (including street outreach), and/or experience with home-visitation
- Working knowledge of local communities in the San Gabriel Valley.

**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 on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time. 3
- **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.
- **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.
- **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.
- **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.
- **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.

**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

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*The above is intended to describe the general content of and requirements for 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](mailto:careers@aycla.org).

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