

## **JOB ANNOUNCEMENT**

### Care Manager – Dementia Care Specialist

**Location:** Little Tokyo Service Center office

**Salary:** DOE

**Hours:** Full Time, Regular, Non-exempt position with benefits

#### **Background:**

For over 40 years, Little Tokyo Service Center (LTSC) has provided a safety net of social welfare and community development services to empower people and communities in need. LTSC provides culturally and linguistically appropriate services to the Japanese American community in the Southland, builds multi-family affordable housing projects to uplift low-income neighborhoods of color throughout Los Angeles, and promotes equitable development and cultural preservation in the Little Tokyo neighborhood.

We are an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, sexual orientation, age, national origin or disability.

#### **Summary of Duties:**

The Care Manager assists older adults, particularly those living with Alzheimer's Disease and related dementias (ADRD), to maintain independence and live at home. The Care Manager also works with the older adult's caregivers, and provides education, integrated care management, and other social services in Japanese and in the broader Japanese American community. The Care Manager must be able to work with seniors and families in an empathetic and caring manner; must be willing to problem-solve and learn, and work well both independently and as part of a team; and must be able to work with a diverse staff and array of programs.

#### **Responsibilities Include:**

Provide care management and other related services to help Japanese American and Japanese-speaking clients maintain healthy and independent living.

- identify and outreach to older adults and their caregivers, particularly those with or at-risk of ADRD, as well as those with low-incomes or other special needs
- assess clients' existing support systems, and current and future needs
- develop care plans and deliver culturally and linguistically appropriate services accordingly
- educate individuals and caregivers about ADRD and community resources through one-on-one and group interactions
- refer clients to appropriate resources for financial issues, legal matters, respite, counseling, etc. and assist them with accessing benefits and programs as needed
- connect clients to relevant resources and assist them with accessing benefits and programs
- record progress notes and keep appropriate back-up documentation and files current

- establish relationships with service providers/agencies for referrals and ongoing service management
- organize information for reports and performance goals as required by service contracts and/or by supervisor, and prepare for program and financial audits

Contribute to the day-to-day operations of the Social Services Department.

- identify and outreach to community members, particularly those with low-incomes or other special needs such as dementia
- screen and respond to walk-in, phone, mail and email inquiries, and provide appropriate referrals
- provide technical assistance to agencies and individuals seeking information regarding low-income and culturally diverse populations
- perform administrative duties, including inputting service data, submitting check requests and other paperwork in a timely manner and filing, and help maintain office equipment, supplies, etc.
- advocate for the needs and concerns of elderly, low-income and ethnic minority populations
- research resources, information and data for services, presentations, reports
- interpret and translate information and documents as assigned by supervisor
- contribute to the ongoing learning of staff by sharing information and training
- assist with coordinating and/or facilitating staff meetings
- other duties as may be assigned by your supervisor

Other duties as an employee of the Social Services Department and of the agency.

\*Execution of some of the above duties may require driving or use of public transportation to provide services at satellite office or in the field.

**Qualifications, Experience, and Skills:**

- Bachelors degree in Social Work or related field
- Effective communication skills in English and Japanese;
- Experience providing social services, particularly with Asian immigrant populations and/or older adults;
- Demonstrated working knowledge of community services in the area, with particular knowledge of services for elderly and ethnic minority populations;
- Good problem-solving, writing, and oral communication skills;

Equivalent education or experience can be substituted for all minimum qualifications, except when legal requirements, such as a license/certification/registration, are required.

**How to Apply:** Please send a cover letter and résumé to [SocialServices@LTSC.org](mailto:SocialServices@LTSC.org). Please include your pronouns in your application.