

Job Announcement

Case Manager/Outreach Specialist – Homeless Services Program, LTSC Service Programs

Compensation: \$23/hr. to \$25/hr.

Hours: Full-time, Regular, Non-exempt position with benefits

Last day to apply: Open until position is filled

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: This position will be part of LTSC's new Homeless Services Program, within the organization's Department of Service Programs. This Program will provide direct outreach, connection to services and housing navigation for people experiencing homelessness in Little Tokyo and surrounding neighborhoods. We are seeking an individual who is compassionate and has experience serving individuals and families experiencing homelessness.

Specifically, the Case Manager/Outreach Specialist will provide both case management services and outreach to people experiencing homelessness in Little Tokyo. On a day-to-day basis, this staff person will engage with people experiencing homelessness in the Little Tokyo area including encampments, and referrals from local businesses, institutions and residents. The Case Manager/Outreach Specialist will conduct case management services (intake and assessment), provide document and identification assistance, individual benefit assistance and referral and linkages to services, with the primary goal of moving individuals into housing (emergency shelters, Project Roomkey, transitional, permanent or other suitable housing). In addition, the Case Manager/Outreach Specialist will work, in conjunction with LTSC community organizing and small business counseling staff, to build relationships with key stakeholders in Little Tokyo (small businesses, institutions, residents) to keep them informed about our work and progress and engage them with being part of the solution. Finally, the Case Manager/Outreach Specialist will be responsible for entering case notes and proper documentation of all client interactions on a daily basis, which will assist the organization with appropriate client tracking for both funding requirements and program evaluation.

Responsibilities Include:

- Conduct outreach on a regular basis to people experiencing homelessness in the Little Tokyo area (including encampments, individuals living on the street and referrals from local businesses and residents)
- Provide linkages to resources available for people experiencing homelessness (including health, mental health, substance abuse, workforce development and other services)
- Provide individual case management and supportive services for all participants
- Maintain a comprehensive and up-to-date resource list for the homeless population
- If clients are not in the Coordinated Entry System (CES), do the assessment and intake into the system; maintain proper documentation and current case notes in a computerized database system (HMIS)
- Present client case reviews with supervisor and case management team on a regular basis.
- Serve as a client advocate with government agencies to obtain public assistance.
- Build relationships with small businesses, institutions, residents in Little Tokyo who are impacted by the homelessness crisis, and keep them informed of the work.

Qualifications, Experience and Skills:

- Bachelor's Degree required
- Three to five years of related experience
- Experience performing intake and assessing social service needs
- Experience with case management/client advocacy services with people who have been homeless and/or have a mental illness, preferred
- Excellent conflict resolution skills
- Effective communication skills and a strong organizational background
- Valid California drivers license

Additional Preferred Qualifications:

- Bilingual (English/Spanish)
- Applicants should have the ability to comfortably interact with diverse populations, be energetic and independent and have a strong desire to learn
- Experience utilizing the HMIS/Clarity client tracking database system preferred
- Experience utilizing evidence based practices in a social services field preferred
- Proficiency with Microsoft software programs (Word, Excel, Power Point, etc)
- Sensitivity and appreciation of diverse client populations as a benchmark to effectively promote community and independent living.

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 forward a cover letter and resume to sito@LTSC.org Please include your pronouns in your application.