



Little Tokyo Service Center, a Community Development Corporation, was founded in 1979 to provide linguistically and culturally appropriate social services to the Little Tokyo community and the broader Japanese American community. Its mission is to meet the critical needs of people and build community. Specifically, we:

- improve the lives of individuals and families through culturally sensitive social services.
- strengthen neighborhoods through housing and community development.
- promote the rich heritage of the ethnic community.

Over the years, service to seniors has remained a key emphasis of our social services.

Job Title: **Resident Service Coordinator / Social Worker**
 Supervisor: Director of Senior Services, Little Tokyo Service Center
 Employment Status: Full-time salaried
 Salary: Depends on experience

Position Summary:

The Resident Service Coordinator / Social Worker primarily assists older adults to enhance the quality of their lives through integrated care management and/or service coordination so they can maintain their independence and live at home. He/she must be able to work with seniors and families in an empathetic and caring manner. He/she must possess a wide range of skills and attributes, and must be willing to learn. He/she must be able to speak and communicate in Japanese, but also work with diverse clients, staff and programs. He/she must be able to be flexible and take initiative when appropriate.

Duties and Responsibilities:

<p>Service Coordination for residents of an ethnically diverse subsidized senior housing building.</p> <ul style="list-style-type: none"> - work in conjunction with other Resident Service Coordinators, as well as the Property Supervisor and all other Property Management staff to ensure a safe and high quality living environment for residents - link residents to appropriate benefits and resources to help maintain healthy and independent living - perform assessments to identify residents' existing support systems, and current and future needs - educate residents and families about available benefits, community resources, and application procedures - establish relationships with service providers and monitor the delivery of services to residents - create and maintain a directory of resources relevant to the needs of residents - advocate on behalf of residents so that they can access resources - document services in a web-based system and maintain individual resident files - organize regular educational and wellness activities for residents 	50%
<p>Provide case management and other social services in Japanese to all age groups.</p> <ul style="list-style-type: none"> - conduct intake sessions, assess client needs, develop case plans, and deliver services accordingly - 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 - liase with other agencies and organizations that benefit clients - identify and outreach to at-risk populations, particularly low-income and ethnic minority communities - coordinate activities, events, workshops and seminars to educate and train community members - compile reports and performance goals as required by service contracts and/or by supervisor 	30%
<p>Contribute to the day-to-day operations of the Social Services Department.</p> <ul style="list-style-type: none"> - 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 - work with volunteers who support LTSC's programs and daily administrative tasks - perform administrative duties, research and translation of materials as assigned by supervisor - contribute to staff learning and staff meetings 	15%

Participate in external collaboratives and coalitions. <ul style="list-style-type: none"> - attend meetings and participate in conferences, etc. to be trained and to train others - stay abreast of issues in the field and give input on matters related to the agency mission - advocate for the needs and concerns of elderly, low-income, limited English proficient, and ethnic minority populations 	4%
Contribute, as deemed necessary and appropriate, to other activities related to the agency as a whole.	1%

Qualifications and Experiences:

- Masters degree in Social Work or related field; OR
- Bachelors degree AND two years of experience in social services, preferably working with older adults and with ethnic minority populations;
- Fluent in Japanese;
- Demonstrated working knowledge of community services in the area, with particular knowledge of services for older adults and ethnic minority populations, especially Japanese Americans;
- Good problem-solving, writing and communication skills;
- Ability to work both independently and in teams;
- Working knowledge of computer programs;
- California driver license and access to an insured automobile.

Additional Qualifications:

- Professional Service Coordinator certificate
- Training and certification in Evidence-Based Practices, particularly related to the field of mental health
- Supervisory experience

To apply, please submit cover letter and résumé to Amy Phillips at aphillips@ltsc.org.