



Position: Case Manager IV
Department: Seniors Services
Reports to: Manager of Housing and Social Services
Salary: \$16.00/hour
Status: 100%, Full-Time, Non-Exempt, Union
Probation: 90 days
Benefits: Medical, Vision, Dental, and Life Insurance; also including Long-Term Disability, an Employee Assistance Program, and a 403(b) retirement plan.

JOB SUMMARY: Under the coordination of the Manager of Housing and Social Services and as part of the Seniors Services team, the Case Manager will develop individual case plans for LGBT seniors (50+) throughout Los Angeles County, perform assessments and provide referrals to in-house Center services, as well as external LGBT-friendly organizations and service providers. To ensure that LGBT seniors receive the highest quality of care, the Case Manager will assess and identify LGBT-friendly service providers, developing a resource and referral database of external agencies that will be printed and distributed both to LGBT seniors and community members. Essential functions will include, but are not limited to the following:

ESSENTIAL FUNCTIONS:

- 1) Provide intake and assessment of new clients; provide crisis counseling when necessary;
- 2) Develop case plans for clients to meet their immediate or urgent needs, as well as longer-term needs; provide support and guidance to clients in implementation of their case plans;
- 3) Provide clients with appropriate internal and external referrals and serve as an advocate for LGBT seniors with outside agencies;
- 4) Maintain complete and accurate files on all case management clients and document all services and referrals provided;
- 5) Prepare monthly reports in an accurate and timely fashion;
- 6) Network with community agencies and organizations in order to establish referral linkages;
- 7) Develop a comprehensive resource and referral database of internal and external resources that will be printed and distributed both to LGBT seniors and community members;
- 8) Attend and participate in department staff meetings, in-service trainings and other meetings as assigned;
- 9) Compile data and prepare reports as requested and conduct research relevant to the program;
- 10) Other duties as assigned;

JOB QUALIFICATIONS AND EXPERIENCE:

- 1) Working knowledge of issues impacting LGBT seniors in ethnically and socio-economically diverse urban and suburban environments;
- 2) Knowledge of social service resources for seniors;
- 3) 2-4 years experience in case management, counseling, or related field;
- 4) 1-2 years experience providing direct services to seniors, including counseling and advocacy;
- 5) 6-8 years relevant experience as case manager or social worker;
- 6) Ability to work hands-on with seniors in an appropriate manner;
- 7) Demonstrated ability to manage multiple tasks under pressure in a fast-paced environment;
- 8) Excellent verbal, written, time management, interpersonal, research and computer skills (Microsoft Word and Excel);
- 9) Communicate tactfully with diverse audiences;
- 10) Attention to detail;
- 11) Flexibility to work evenings and weekends;
- 12) Reliable transportation and ability to obtain insurance;
- 13) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration statuses, and physical abilities in a multicultural environment;
- 14) Experience working with the LGBT community and familiarity with issues of particular relevance to LGBT people;
- 15) Have a passion for the Center's work and its mission to make the world a better place for LGBT people.
- 16) Bilingual, a plus (English/Spanish preferred).

The Los Angeles LGBT Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.

E-mail resume and cover letter as a word attachment to jobs@lalgbtcenter.org

website: www.lalgbtcenter.org

Or submit application/resume to: Los Angeles LGBT Center, Human Resources Dept., 1625 N. Schrader Blvd., Los Angeles, CA 90028