



Organization: Korean Community Services of Metropolitan New York, Inc.
Position Title: Case Manager
Reports To: Director of Older Adult Centers
Job Type: Full-Time
Department: Older Adult Centers
Location: Corona /Flushing

About the organization:

Founded in 1973 as the first community-based social service agency targeting the Korean population, the Korean Community Services of Metropolitan New York, Inc. (KCS) is a nonprofit 501(c)(3) multi-social service organization supported by government agencies, foundations, corporations and concerned individuals. The objectives of KCS are to develop and deliver a broad range of social service programs to meet the various needs of the community. In order to achieve those objectives, KCS provides various professional community service programs in the area of Community, Aging, Workforce Development and Public Health.

KCS serves over 1,100 individuals daily with the help of 13 Board Members, 85 full-time staff, 117 part-time staff, and numerous volunteers who are all working to make our community better in locations around the greater New York area. There are five site locations in the New York City area including three in Queens, an office in Manhattan and a satellite office in Brooklyn.

ABOUT THE POSITION

Case Management services help older persons with functional impairments gain access to appropriate services, benefits and entitlements needed to age safely at home and maintain their quality of life. Case Managers do so by developing trusting relationships with the clients and their caregivers and engaging them in a collaborative process of problem solving.

Position Description

The Case Manager has responsibility for managing a caseload of 70+ clients, and will provide case management support for these clients consistent with the goals of being professional, timely, culturally aware and sensitive, and engaging the clients in achieving maximum potential as defined by their abilities.

HEADQUARTERS
(ADULT DAYCARE
EDUCATION|HR
IMMIGRATION)
203-05 32nd Ave
Bayside, NY 11361
Phone: 718-939-6137

**FLUSHING OLDER
ADULT CENTER**
42-15 166th St
Flushing, NY 11358
Phone: 718-886-8203

**CORONA OLDER
ADULT CENTER**
37-06 111th St
Corona, NY 11368
Phone: 718-651-9220

**PUBLIC HEALTH AND
RESEARCH CENTER**
315 Fifth Ave, #705
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Phone: 212-463-9685
2460 Lemoine Ave. #400P
Fort Lee, NJ 07024
Phone: 201-988-2597
103-04 39th Ave. #103,
Corona, NY 11368
Phone: 917-396-4149

**WORKFORCE
DEVELOPMENT**
325 West 38th St, #1107
New York, NY 10018
Phone: 929-300-8630,
929-341-8302

**MENTAL HEALTH
CLINIC**
42-16 162nd St, 2nd Fl
Flushing, NY 11358
Phone: 718-366-9540



RESPONSIBILITIES

- Intake and Assessment: Screening new potential case management clients, Interview clients, Provide accurate and appropriate information on services, benefits and entitlements, Conduct in-home client assessments in order to determine eligibility for services.
- Care Planning: Develop care plans consistent with client needs, Arrange for provision of services, advocate and intervene with other agencies in behalf of the clients, Apply to DFTA and other in-house or outside trainings to ensure the completion of 16 hours of yearly training either by DFTA or approved by DFTA (see below-agency-wide requirement), Collaborate with other departments as needed
- Implementation of Care Plan (initial and subsequent) : Assist and support clients with the need of utilization of Supplemental Services Funds (identify the need, collaborate in the process of purchasing and delivery of the items
- Follow-up and monitoring
- Reassessment
- Planning Service Discharge
- Help with outreach efforts when necessary
- Participate in KCS's annual event, become familiar with KCS programs, and attend monthly staff meetings
- Complete annual evaluation.
- Other tasks will be assigned as needed.
- Commitment to special program and agency events during weeknights or weekends.

Qualification

- MSW degree or related Master's level degree (e.g. social services, public administration, nursing or public health). Or
- Bachelor's Level Degree and at least 2 years of experience working in the field of aging;
- Cultural Competency, knowledgeable about sensitive to the diverse needs, preferences and characteristics (including religious and cultural to the diverse needs, preferences and styles) of older persons in the program's catchment areas.
- Knowledgeable about communication needs of persons with visual and/or hearing impairments.
- High energy level, comfortable and able to multi-tasks.
- Bilingual in Cantonese or Mandarin and English with verbal and written competencies.
- Good knowledge of various computer applications.

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- Must have high level of interpersonal skills to handle sensitive and confidential situations.
- Ability to exercise poise, tact and diplomacy.
- Ability to gather and summarize data for reports, find solutions to challenges situation related to the clients.
- Able to prioritize work.
- Excellent interpersonal and communication skills, strong customer-service orientation, approachable and able to earn trust and credibility.
- Proven track record of excellent follow-through on assignments.
- Ability to apply principles of logical thinking to a wide range of intellectual and practical problems.
- Interest, enthusiasm, and affinity for KCS' mission

Compensation:

Competitive compensation commensurate with experience.

Contact Information:

Helen Ahn, Senior Director of Older Centers

E-mail: kahn@kcsny.org

Phone: 718-886-8203/718-651-9220

To apply please send resume, cover letter, and references to kahn@kcsny.org

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