



*Continuing the Japanese Tradition  
of Care and Support for Seniors*

**JOB DESCRIPTION  
Case Worker**

**GENERAL JOB SUMMARY:**

Responsible for providing problem-solving intervention services to seniors, specifically targeting individuals residing at Nihonmachi Terrace who are monolingual and/or limited English speaking Japanese seniors.

**CLASSIFICATION:**

Non-exempt (hourly)

Monday – Friday: 8 hours per day (40 hours per week)

Work Time: 9:00 am – 5:00 pm

**SUPERVISION GIVEN AND RECEIVED:**

This position does not provide direct supervision to staff and is supervised directly by the Social Services Program Coordinator.

**ESSENTIAL FUNCTIONS:**

- Provide information and referral services for seniors and adults with disabilities including assessments, problem solving, service authorization and arrangements, and monitoring.
- Provide intake coverage as assigned and immediate or same day response to requests for service if appropriate.
- Maintain complete and accurate case records in compliance with agency and contract standards.
- Work with other agency staff to provide information and referral, translation, outreach and drop-in services.
- Assist in program planning and evaluation efforts.

**MARGINAL / NON-ESSENTIAL FUNCTIONS:**

- Performs other duties as assigned and requested by the Social Services Program Coordinator.

**JOB QUALIFICATIONS**

**SKILLS:**

- **Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Mathematics:** Using mathematics to keep track of client records, client files and supplies.
- **Speaking:** Bilingual in Japanese and English to facilitate communication with senior citizens served by organization. Able to communicate well with others to convey information effectively.
- **Writing:** Maintaining written client files and records.

- **Reading Comprehension:** Reading and understanding written sentences and paragraphs related to work and safety rules, procedures, instructions and temperature readings for prepared foods and operating equipment.
- **Organization:** Maintaining order by planning work activities in an organized manner.

**ABILITIES:**

- Follow instructions and work procedures.
- Work independently to perform and complete job functions.
- Develop cooperative working relationships with others.
- Interact with diverse individuals at all levels within the organization and members of the public, including senior citizens, volunteers and employees.
- Sensitivity, knowledge and understanding of the needs and problems older persons experience.
- Strong documentation, organizational and communication skills.
- Ability to set limits and made sound care plans.

**KNOWLEDGE, EDUCATION AND EXPERIENCE:**

- Graduation from an accredited four-year college or university with a degree in nursing, health, social work, gerontology, or other related fields. Work experience with the elderly may be substituted for college work.
- Documented direct service experience providing social or health care services in a community social service, home health agency, or other human services setting necessary to competently perform all the activities of case management.
- Knowledge, skills, and experience necessary to assess a client’s need for services and perform core functions of case management: intake, assessment, care plan preparation, care plan implementation, monitoring, and reassessment.
- A valid California’s Drivers License and safe driving record.
- Knowledge and understanding of the needs and problems older persons experience.
- Knowledgeable of San Francisco Japanese American community.
- Strong computer skills.
- Dedication to working in a diverse senior service agency setting.

**PHYSICAL DEMANDS:**

Per day -                      Never = 0 hours  
    Rare = up to 1 hour  
    Occasional = up to 2 hours (6hr position) OR up to 3 hours (8hr position)  
    Frequent = 2 to 4 hours (6hr position) OR 4 to 6 hours (8hr position)  
    Constant = more than 4 hours (6hr position) or more than 6 hours (8hr position)

Sitting:	Frequent to Constant	<u>Lifting:</u>	
Standing:	Occasional to Frequent	up to 10 lbs:	Rare
Walking:	Occasional to Frequent	11 to 25 lbs:	Rare
Bending:	Rare	26 to 50lbs:	Rare
Crouching:	Rare	51 to 75 lbs:	Rare
Stooping:	Rare	76 to 100 lbs:	Never
Kneeling:	Rare	100 + lbs:	Never
Crawling:	Never	<u>Carrying:</u>	
Climbing:	Rare	up to 10 lbs:	Rare
Balancing:	Occasional	11 to 25 lbs:	Rare
Running:	Never	26 to 50 lbs:	Rare
Twisting (neck):	Rare	51 to 75 lbs:	Never
Twisting (waist):	Occasional	76 to 100 lbs:	Never

Jumping: Never 100 + lbs: Never

Pushing/Pulling:

Up to 10 lbs: Rare  
11 to 25 lbs: Rare  
26 to 50 lbs: Rare  
51 to 75 lbs: Rare  
76 to 100 lbs: Rare  
100 + lbs:: Rare

Grasping – firm: Frequent to Constant  
Finger dexterity: Frequent to Constant  
Reaching forward: Frequent to Constant  
Pinch grasp: Frequent to Constant  
Grasp – light: Frequent to Constant

Talking:

Face to face: Frequent to Constant  
Verbal contact: Frequent to Constant  
Public: Frequent to Constant

Hearing:

Conversation: Frequent to Constant  
Telephone: Frequent to Constant  
Earplugs: Not required.

**MENTAL REQUIREMENTS:**

- Perform work requiring regular contact with others and ability to relate to other people, including senior citizens, volunteers, and employees
- Understand/carry out/remember instructions and comply with work rules
- Respond appropriately to supervision
- Perform daily activities
- Perform repetitive and varied tasks
- Follow work rules, procedures and instructions.
- Arrange things or actions in a certain order or pattern in order to complete tasks in an efficient manner.

**WORK ENVIRONMENT:**

Minimal temperature change and minimal noise level

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