

Title: Wellness & Social Service (WSS) Counselor I	Grade: 5A	
Reports To: Manager of Community & Family Well-Being	FLSA Status: Non-Exempt	
Supervises: None	Date Written:	Date Revised:
	9/2014	5/15/2019

POSITION SUMMARY

The Wellness & Social Service Counselor I reports to the Manager of the Community & Family Well-Being Department and provides social services to Community & Family Well-Being (CFW) clients. (S)he reaches out and educate clients on social benefits, latest updates, and assists in running health-related evidence-based programs.

DUTIES AND RESPONSIBILITIES

- Provide Social Services to CFW clients.
- Screen clients' eligibilities, provide translation and interpretation assistance, and assist them in applying for social benefits.
- Provide one-on-one educational sessions to clients on health access and literacy.
- Maximize clients' utilization of CASL's services and community resources by referring them to other programs inside or outside the agency for clients' special needs.
- Follow up on clients' application status.
- Enter all client efforts and case notes into CASL's Salesforce database system.
- Enter client efforts into funders' database systems if necessary.
- Assist to update benefit brochures.
- Attend training to become certified Senior Health Insurance Program (SHIP) Counselor.
- Assist in running health-related evidence-based programs.
- Attend training to become certified facilitator.
- Promote health-related evidence-based programs, e.g. Diabetes Self-Management Program to clients in the community.
- Assist in logistics like room booking, flyers, PSA, recruitment.

- Facilitate health-related evidence-based programs.
 - Educate the public on social benefit latest development.
 - Reach out to the community to educate and inform seniors on benefit and policy changes by holding workshops, giving talks, writing press articles, flier distribution and preparing Chinese materials.
 - Attend internal and external training to get updates on social benefit changes.
 - Attend regular team and case study meetings.
 - Attend at least 8 hours of job related training for professional development each year.
 - Attend to the CFW's program needs if assigned by the Manager.
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Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

MINIMUM REQUIREMENTS

Education/Experience:

- Bachelor's degree from an accredited university, or
- Associate degree with at least 4 years of working experience, or
- High School diploma with at least 8 years of related working experience.

Skills/Knowledge:

- Have keen interest to work with clients of all ages.
- Have good speaking, reading and writing skills in Chinese and English. (Cantonese is preferred. Toishanese and/or Mandarin a plus)
- Be able use general computer applications for Word Processing and Data Entry purposes, email, as well as internet research.
- Basic end-user level understanding and experience with Salesforce is a plus.

Physical Demands:

- Required to sit for extended periods of time and travel by car.
- Required to occasionally lift or move objects weighing in excess of 10 pounds.

Environment and Scheduling:

- Work is performed during standard business hours, Monday through Friday.
- Work is performed in the office, client's home, and outdoors.
- Must be flexible and available to work in the evenings or weekends.

CASL is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, ethnic or national origin, or any other status protected by State and Federal Law.