



LEGAL ASSISTANCE FOR SENIORS

Health Insurance Counseling & Advocacy Program (HICAP)
Ensuring the independence and dignity of seniors by protecting their legal rights through education, counseling and advocacy

Open Position Advertisement Lead Case Manager

The Agency

Legal Assistance for Seniors (LAS) is a non-profit agency serving Alameda County residents who are 60 years of age and older. We provide legal advice and information, representation in court and administrative hearings, referrals to other community resources, and community education and training in the following areas: prevention of elder abuse, public benefits, housing, guardianships, naturalization, and health law.

Through its Health Insurance Counseling and Advocacy Program (HICAP), LAS provides individual counseling and community education to Medicare beneficiaries in the areas of Medicare, supplemental coverage including Medicare Advantage and prescription drug plans, low income assistance programs, and long-term care insurance.

This position

This is a full-time position at Legal Assistance for Seniors. The Lead Case Manager assists clients with housing matters and provides case management support to staff attorneys at LAS. Under the direction of an attorney, this position is responsible for providing excellent service to clients and callers with time sensitive housing problems, creating culturally competent and thorough housing plans as well as providing the support needed for older adult clients to preserve their housing stability. In addition, the Lead Case Manager will be responsible for creating and maintaining an appropriate and up to date housing resource guide for LAS as well as fostering and maintaining community resource relationships with other programs in Alameda County.

Duties and Responsibilities include but are not limited to:

Program Coordination:

1. Work closely with the housing team and under the direction of the Managing Attorney to develop LAS's new Case Management program.
 - a. Work closely with the Managing Attorney and legal team to identify housing resources available for older adults in Alameda County, including direct housing resources, supportive services, and public benefits available.
 - b. Take primary responsibility for creating a resource guide to be used at LAS for client housing support and keep the guide up to date.
 - c. Develop systems to monitor, evaluate and meet reporting requirements for all programmatic activities.
 - d. Identify and develop strategic community partnerships, including government and community groups, to support older adults who are experiencing housing instability.
 - e. Participate in housing advocacy groups and trainings to develop the skills needed to train volunteers and advocates.

Board of Directors

President: Phillip Campbell, **Vice- President:** Jeffrey Block, **Treasurer:** Linda McHugh, **Secretary:** Ingrid Evans

Members: Jonathan Canick, Ph.D., Susanne Cohen, Yvette Davis, Dawn Patterson, Kevin Rodriguez,

David Scharff, Joy Soulier, Jon Vaught, Hon. Marshall Whitley

Executive Director: James Treggiari **Associate Director:** Caitlin Chan

Managing Attorney: Kirsten Voyles **HICAP Manager:** Janet Van Deusen



LEGAL ASSISTANCE FOR SENIORS

Ensuring the independence and dignity of seniors by protecting their legal rights through
education, counseling and advocacy
Health Insurance Counseling & Advocacy Program (HICAP)

2. In conjunction with the attorney assigned to the case, supervise the Case Manager to ensure that the work being done on behalf of a client is appropriate and complete.

Housing Advocacy:

1. In conjunction with the attorney assigned to the case, develop a culturally competent case management plan for each client.
 - a. Conduct timely initial client screening and intake including entering data and maintaining case files.
 - b. Conduct interviews with the client, family members and other interested parties to obtain a comprehensive assessment of the client's needs, including home visits as needed.
2. Provide culturally competent case management services to help client retain or stabilize their housing.
 - a. Coordinate and accompany clients to appointments that are related to their housing stability, income maintenance, and well-being.
 - b. Contact appropriate community based, health, and government agencies to obtain a complete understanding of the client's case and advocate for the client as needed.
 - c. Assist with the preparation of various documents and filings, accommodation requests, and other forms needed to help retain housing for the client.
 - d. Regular and timely case monitoring, including a face-to-face visit at least every 30 days for the life of the case.
 - e. Hold a case load of approximately 25-35 clients.
 - f. Maintain appropriate case notes and keep the attorney assigned to the case informed of all updates and developments.
3. Monitor housing initiatives, ordinances and updates both locally and at the state level.
4. Maintain proficiency in Housing and other case areas covered by LAS as appropriate.

Qualifications

- Bachelor's degree in a related field or equivalent job/educational experience
- At least two years of experience in social services and/or non-profit sector preferred
- Personal experience with homelessness and/or imminent risk of housing loss valued
- Strong organizational skills and attention to detail
- Able to prioritize work and meet key deadlines
- Strong written and verbal communication skills
- Team player who can also work well independently
- Ability to work under high-paced and occasionally stressful conditions
- Sensitivity towards and interest in working with seniors and people with disabilities
- Bilingual desired
- Computer proficient, including Power Point, Word, Excel and database knowledge
- Punctual and efficient with time use

Working conditions & physical requirements

- Ability to sit for extended periods, use of phone and computer systems for long periods of time
- Alternate between sitting and motion tasks frequently
- Occasional work on evenings and weekends
- Extensive computer use
- Ability to multitask in a busy and diverse office environment
- Valid driver's license, car and current car insurance



LEGAL ASSISTANCE FOR SENIORS

Ensuring the independence and dignity of seniors by protecting their legal rights through
education, counseling and advocacy
Health Insurance Counseling & Advocacy Program (HICAP)

Compensation:

Full time exempt salary of \$4,166.67-\$4,500 per month depending on experience, 35 hours per week. Pro-rated benefits package.

To Apply: Please email a cover letter and resume in a PDF format to jobs@lashicap.org with the subject line "Lead Case Manager." In your cover letter please address the following:

LAS serves an extremely diverse population. Our clients include seniors, people with disabilities, low income members of our community, LGBTQ individuals, and people of color. **How do you think your experiences, professional or otherwise, have prepared you to contribute to our commitment to cultural humility and diversity?** Feel free to think broadly about your response to this question.

Legal Assistance for Seniors is an Equal Opportunity Employer and does not discriminate based on ancestry, age, color, disability (physical and mental, includes HIV and AIDS), genetic information, gender identity, gender expression, marital status, medical condition (including gender characteristics, cancer or record or history of cancer), military or veteran status, national origin, race, religion (includes religious dress and grooming), sex/gender (includes pregnancy, childbirth, breastfeeding and/or related medical conditions), sexual orientation, request for FMLA (Family and Medical Leave Act), or any other factor that is not related to the position.