



## EMPLOYMENT OPPORTUNITY

KYCC is committed to meeting the needs of the multicultural Koreatown community. Our agency was founded on serving youth, and our Youth Services staff is committed to bringing out the best in them. We strive to encourage them to find their passion by patiently supporting them, and to unlock their potential by cultivating their strengths. We believe that quality youth programs can make a powerful difference in the life of a child, and we're looking for a driven and committed individuals to join our team.

Impacting the lives of children and youth is where it all began.

We have been serving our diverse community for more than 40 years, and if you're passionate about creating change within our community, one family at a time, we'd like to meet you.

### Case Navigator (Part-time, Non-exempt)

**Unit:** Youth Services  
**Posting Date:** 07/14/16

**Reports To:** Senior Manager and Service Coordinator  
**Positions Available:** 1  
**Salary:** \$14.42 – 15.87 hourly DOE, plus eligibility for BENEFITS

**Summary:** Under the direction of the Senior Manager and the Service Coordinator, the Case Navigator is a direct service position responsible for assisting with the development and implementation of the Menlo Family Housing project by working with the residents, staff, housing management and community partners to identify needs and coordinate resources. The Case Navigator shall develop and maintain a comprehensive network of education, training, mental health, substance abuse, economic development and other supportive services for residents of Menlo Family Apartments, focusing on the target population of Transitional Age Youth (TAY) and families, and shall also be responsible for outreaching to tenants, planning workshops, and providing resident case management services. Performance is reviewed on a continuous basis with specific goals and objectives identified throughout the year. This is a part-time, non-exempt position, working 20 hours per week.

#### **Duties / Responsibilities:**

- **Provide case navigation and management services:**
  - Conduct individual needs assessments and develop case plans with residents regarding basic needs such as housing and food; education level and school enrollment; current income and employment; eligibility for Independent Living Program services through the foster care system; gang affiliation; health and mental health needs; substance abuse services; and involvement with the justice system; and then identify resources to meet these needs;
  - Facilitate and coordinate supportive activities with other program staff and appropriate community agencies including: employment assistance activities, such as job readiness training, resume preparation, interview practice, attending job fairs and networking with perspective employers, etc.;
  - Develop support systems to meet client needs by identifying and coordinating a variety of available services necessary to maintain independent living, and promote self-sufficiency and family stabilization;
  - Manage a caseload of clients and maintain case files with a thorough record of participant's activity/progress and complete paperwork;
  - Assist with facilitation of the program's employment readiness, leadership, and life skills workshops; and
  - Conduct crisis intervention as necessary.
- **Community partnerships and residential relations:**
  - Develop a network of service provider agencies, homeless shelters and community resources, and formalizing working relationships in order to assist residents; and
  - Collaborate with residents to organize, promote and participate in activities within the residential building that foster community, healthy resident relationships, and overall building stability.



**Duties/ Responsibilities continued:**

- **Program tracking and outcome measurements:**
  - Assist in researching and implementing a Housing First approach, as well as a client-driven approach to supportive services;
  - Collect, enter and update program data and participant information to track resident progress on a regular basis, in support of Stable Homes, Brighter Futures evaluation, as evidenced by collection of tenant-level data elements established by a third-party evaluator; and
  - Support program goals and objectives from specific grants or funding requirements and ensure programs and activities are in compliance and desired results achieved.
- **Attend relevant meetings, trainings, community events and activities; and**
- **Other related duties as assigned by the Senior Manager and/or the Service Coordinator.**

**Minimum Requirements / Qualifications (All applicants MUST meet the minimum qualifications):**

- A high school diploma or equivalent;
- Minimum one (1) years of experience working with high-risk and/or homeless populations;
- **Bilingual capacity (English/Spanish);**
- Knowledge and/or experience working with youth and families from various socio-economic and cultural backgrounds;
- Ability to work collaboratively with others and a willingness to participate fully in a team process;
- Possess flexibility, initiative and ability to work under pressure;
- Strong interpersonal, organizational, written and communication skills with colleagues, clients and representatives from other community organizations;
- Ability to supervise/teach instructional lessons in operation of daily youth programs;
- Ability to organize and prepare documentation in a timely manner;
- Strong commitment to working with a multi-cultural community;
- Demonstrable working knowledge of the use and operation of personal computers;
- Proof of passing a TB test and fingerprinting clearance (Live Scan);
- A valid Class C California Driver License, access to a personal automobile and proof of auto insurance;
- Proof of eligibility to work in the United States; and
- Physical requirements: seeing to observe and supervise children and to inspect documents; hearing to hear a child calling for help; ability to communicate with KYCC staff, clients and public; sitting and standing for extended periods of time; bending, kneeling and reaching to retrieve and replace files; and dexterity of hands and fingers to operate office equipment.

**Desired Qualifications:**

- Two (2) years post-secondary education in a related field;
- Certification from a drug and alcohol studies program;
- Knowledge and experience working with individuals impacted by substance abuse and mental health issues;
- Certification in CPR (Child & Adult) and First Aid training.

To apply, please submit a **cover letter and resume**.

[SUBMIT AN APPLICATION](#)