



EMPLOYMENT OPPORTUNITY

KYCC is committed to meeting the needs of the multicultural Koreatown community. We believe that delivering effective programs requires support staff that has the same passion and commitment as those who provide direct services.

We strive to be an employer of choice and are looking for candidates who will make an immediate and lasting contribution. We have been serving our diverse community for more than 45 years, and if you're passionate about using your skills and experiences to support our mission, we'd like to meet you.

Housing Services Coordinator (Full-time, Non-exempt)

Unit: Housing Services
Posting Date: 3/17/2023

Reports To: Housing Services Manager
Salary: \$62,400- 68,640 annually, plus eligibility for BENEFITS

Positions Available: 1

Summary: The Housing Services Coordinator is a management level position, and works under the direction of the Housing Services Manager. The Housing Services Coordinator is responsible for the development and implementation of housing services at KYCC. The responsibilities include contract management, staff supervision, multi-site coordination, and delivery of programs. This is a full-time, non-exempt position, working 40 hours per week.

Duties / Responsibilities:

- **Assist in the development and implementation of KYCC's Housing Services Program:**
 - Participate in developing continuum of care for housing services.
 - Assist in leading the implementation of services.
 - Coordinating activities and managing housing services at multiple sites as the program expands.
 - Develop and track program goals and objectives aligned with organizational plan and ICMS/ TLS Statement of Work.
- **Program delivery and oversight:**
 - Develop and implement program outcomes and impact metrics to achieve internal and contractual goals and objectives.
 - Track and evaluate program outcome metrics to ensure program meets its projected goals.
 - Assist in developing program budget, submitting invoices, and tracking spending.
 - Assist in the development of resources to ensure program success.
 - Supervise, develop, and assess staff and partners to improve quality of services.
 - Facilitate weekly team check-ins.
- **Contract compliance and data management:**
 - Develop and track program outputs, outcomes, and economic impact to ensure contract compliance.
 - Design and implement program delivery schedule.
 - Ensure relevant databases and reports are collected and submitted on time.
 - Train and support staff and partners with data tracking and reporting.
- **Establish relationships and build rapport with tenants and program participants to support various needs:**
 - Working with a diverse and marginalized group of residents experiencing many barriers, including former homelessness, complex trauma, medical/mental health needs and substance abuse.
 - Establishing contact and collaborating with agencies that can provide participants with linkage to benefits, vocational and financial resources, and medical/mental health, substance abuse providers, as well as recuperative care, food, clothing and transportation services.
 - Using effective communicational skills such as active and reflective listening to build rapport with both program and external constituents. Utilizing appropriate motivational interviewing interventions to increase positive outcomes.
- **Attend relevant meetings, trainings, community events and activities.**
- **Other related duties as assigned by the Housing Services Manager.**



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

- A Bachelor's degree in Public Administration, social welfare or other related field from an accredited College or University –OR- an AA degree in Business or Administration with four (4) years of experience in permanent supportive housing, Intensive Case Management (ICM) or Rapid Re-Housing Services.
- **Bilingual capacity in English/Spanish AND/OR English/Korean.**
- Demonstrable understanding or ability to learn databases such as CHAMPs and HMIS.
- Strong understanding of computer applications regarding management and systems of data, writing reports, spreadsheets (i.e. Microsoft Office Suite, Excel, Google Docs).
- 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 and without direct supervision.
- Strong interpersonal, organizational, written and communication skills with colleagues, clients and representatives from other community organizations.
- 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.

Desired Qualifications:

- Experience with working with unhoused individuals and families.
- Certification in CPR (Child & Adult) and First Aid training.

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

[SUBMIT AN APPLICATION](#)