EMPLOYMENT OPPORTUNITY

KYCC's FamilySource Center has two primary goals: (1) increased family income; and (2) improved academic outcomes for students, to complete High School/GED, and access post-secondary education. The Family Advocate Intake Specialist will screen, enroll, and assess eligible clients into the Family Source Center program. The Family Advocate Intake Specialist will also provide general case navigation services to ensure clients access multiple KYCC programs and services.

We have been serving our diverse community for more than 45 years, and if you're passionate about creating change within our community, one family at a time, we'd like to meet you.

Family Advocate Intake Specialist (Full-time, Non-exempt)

Unit: Community Economic Development Services (FamilySource)  
Reports To: FamilySource Coordinator  
Positions Available: 2  
Posting Date: 08/01/2023  
Salary: $22.00 – 24.04 hourly DOE, plus eligibility for BENEFITS

Summary: Under the direction of the FamilySource Center Coordinator, the Family Advocate Intake Specialist is responsible for implementation of language and culture specific economic development programs including case management and program development programs. This position is a direct service position and is responsible for implementation of programs and services developed by the FamilySource Coordinator. Performance is reviewed on a continuous basis with specific goals and objectives identified throughout the year. This is a full-time, non-exempt position, working 40 hours per week.

Duties / Responsibilities

- Implementing the Family Advocate Intake services:
  - Screen for eligibility and enroll households into the FamilySource Center program.
  - Provide orientations and outreach to promote the FamilySource Center program and services.
  - Support the FamilySource Coordinator and Case Managers with routine check-ins with customers, inquiring about the quality of services, and recording feedback.
  - Be resourceful in identifying and facilitating resource linkages that complement the available services.
  - Create detailed case notes of the current situation and aspirations of each person/family.
  - Administer and complete program enrollment forms and database entry with attention to detail.
  - Assess and refer participants to applicable services.
  - Assist in preparing reports for local government, fund development, and collaborating agencies.
  - Provide general office support to fellow FSC staff.

- Attend relevant meetings and trainings:
  - Attend and support events to engage and establish rapport with families, partners and community stakeholders.
  - Attend monthly staff meetings.
  - Attend quarterly agency-wide meetings/trainings.
  - Attend professional development trainings, conferences, workshops and seminars in order to maintain and improve professional competence as assigned by the supervisor.

- Other related duties as assigned by the FamilySource Center Coordinator.
Minimum Requirements / Qualifications (All applicants MUST meet the minimum qualifications):

- Minimum of 2 years in higher education from an accredited college with at least one (1) year of experience in social services, case management, housing, or community organizing in the non-profit sector.
- Demonstrable knowledge and skill in case management, including human relations, public speaking, outreach and marketing, and organization skills.
- Bilingual capacity (Spanish/ English).
- Ability to organize and prepare documentation in a timely manner.
- Possess initiative, flexibility, and ability to work under pressure without direct supervision.
- Demonstrable working knowledge of the use and operation of personal computers, Microsoft Office (Excel), Google Suites, and database entry.
- Strong interpersonal, organizational, written and communication skills.
- Strong commitment to working with a multicultural community.
- Ability to work collaboratively with others and a willingness to participate fully in the team process.
- Proof of passing a TB test and fingerprinting clearance (Live Scan).
- Proof of full COVID-19 Vaccination.
- 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.
- 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.

To apply, please submit a cover letter and resume.