



## 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 Emergency Renters Assistance Program (ERAP) Intake Specialist will support clients and property owners with accessing rent assistance from the United to House Los Angeles Emergency Renters Assistance Program (ULA ERAP). The ERAP Intake Specialist will also provide emergency assistance to pre-qualified families and will engage approximately 40-60 families and property owners weekly, checking eligibility, and collecting vital information for the program from October 2023 to February 2024 with the possibility for extension.

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.

### Emergency Renters Assistance Program (ERAP) Intake Specialist (Temporary, Full-time, Non-exempt)

**Unit:** Community Economic Development Services (FamilySource)  
**Positions Available:** 2    **Posting Date:** 01/04/2024

**Reports To:** FamilySource Coordinator  
**Salary:** \$24.00 – 26.00 hourly DOE

**Summary:** Under the direction of the FamilySource Center Coordinator, the ERAP 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 identified and developed by the FamilySource Coordinator and works closely with the Housing Stability Case Manager. Performance is reviewed on a continuous basis with specific goals and objectives identified throughout the year. This is a temporary, full-time, non-exempt position, working 40 hours per week. **This position is expected to end on June 30, 2024 with potential for extension.**

#### **Duties / Responsibilities**

- **Lead the Emergency Renters Assistance Program:**
  - Screens and upload documents for L.A City's ERAP (Emergency Renters Assistance Program) as clients come to the FamilySource Center;
  - Coordinate assistance to about 15-25 pre-qualified families weekly;
  - Verify all documentation and submit to platforms in timely manner;
  - Ability to determine rent amount due and assess for program qualifications;
  - Upload required documentation into the ERAP system and maintain a copy of eligibility documents in the clients file for all clients;
  - Entering data and track the status of ERAP applications and any other program follow-up;
  - Contact clients via phone for intakes and other appointments;
  - Contact landlords and management companies, as needed; and
  - Be resourceful in identifying and facilitating resource linkages;
- **Other duties to successfully implement the ERAP:**
  - Collaborate with FSC staff and refer ERAP clients to other KYCC programs;
  - Participate in weekly meetings with FSC Coordinator and Housing Stability Case Manager to debrief progress on caseload and troubleshoot challenges that arise;
  - Maintain accurate records in KYCC and program-specific client databases and provide documentation and/or prepare periodic program reports, as required;



- Assist with KYCC events and activities such as grocery distribution or holiday events;
- Participate in FSC team meetings and events, staff meetings, and other KYCC, collaborative partner or community meetings, as requested.
- **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):**

- BA degree from an accredited school or two years of experience in social services, case manager,ent, housing, or community organizing in 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.
- Proof of eligibility to work in the United States.

**Desired Qualifications:**

- Demonstrable knowledge and skill in case management, including human relations, public speaking, outreach and marketing.

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

**SUBMIT AN APPLICATION**