



EMPLOYMENT OPPORTUNITY

KYCC's FamilySource Center has two primary goals: increase family income and improve academic outcomes for students (to complete High School/GED and access post-secondary education). KYCC's FamilySource Center services include information and referral, intake and assessment, case management, financial literacy, multi-benefit screening and enrollment, individual service strategy development, food assistance, child care, employment and training financial coaching, income tax preparation assistance (VITA), transition to middle and high school workshops, tutoring, arts education, mental health counseling, counseling and college corner/ workshops (SAT, financial aid and college application preparation).

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

FamilySource Case Manager (Full-time, Non-exempt)

Unit: FamilySource Center
Posting Date: 02/22/2024

Reports To: FamilySource Coordinator

Positions Available: 1

Salary: \$23.00 – 26.00 hourly DOE, plus eligibility for BENEFITS

Summary: Under the direction of the FamilySource Center Coordinator, the Case Manager is a direct service position and is responsible for implementation of programs and services developed by the FamilySource Coordinator and Lead Case Manager. 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 Case Management Services:
 - Conduct intakes as needed with families and individual customers.
 - Maintain frequent contact with customers through appointments at the FSC and telephone conversations to follow through with programs, services, and provide ongoing support.
 - Refer, connect and link families/ customers to FSC programs and activities, including DPSS, employment support, financial coaching, housing stability services, LAUSD PSA counselor and other KYCC services, and community resources to assist with meeting goals of improving Family Income and Academic Achievement.
 - Assist or refer customers with online Cal- Fresh, CalWORKs, Medical, WIC, child- support, employment application process, transportation application process, utilities discount programs, secure right- to- work, self-employment and other financial assistance programs in the community.
 - Participate in the development of individual college plans with families under the Parent Promise component with LAUSD counselor and in collaboration with College Corner.
 - Enters follow-up services and progress notes in Bitfocus (data entry system).
 - Tracks outcomes and submits monthly outcome log to the FSC Coordinator and Lead Case Manager on a monthly basis to monitor progress towards expected outcome goals.
 - Participates in community outreach activities to bring visibility to the program and services as needed.
 - Participates in Special Events year- round. Special events include but are not limited to VITA Tax Preparation and Distribution Events.
- Attend relevant meetings and trainings:
 - Attend and support events to engage and establish rapport with families, partners and community stakeholders.
 - Attend monthly staff meetings, case supervision, and other 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 and Lead Case Manager.**



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

- Bachelor's degree in Social Work, Psychology, Child Development, or a related field with two years of demonstrated experience providing case management services to vulnerable populations.
- Demonstrable knowledge and skill in case management and supervision, social services and organization skills.
- Bilingual capacity (**Spanish**/ English or **Korean**/ English).
- Ability to organize and prepare documentation in a timely manner.
- Possess initiative, flexibility, and ability to work under pressure without direct supervision.
- Available to work evenings and/or Saturdays, when needed.
- Demonstrable working knowledge of the use and operation of personal computers, Microsoft Office (Excel), Zoom, 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**.

SUBMIT AN APPLICATION