



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.

Resident Service Specialist (Full-time, Non-exempt)

Unit: Housing Services
Posting Date: 2/20/2024

Reports To: Housing Services Coordinator
Salary: \$21-23 hourly DOE, plus BENEFITS

Positions Available: 1

Summary: The Resident Service Specialist works under the direction of the Housing Services Coordinator. The Resident Service Specialist is part of the housing case management team focused on providing residents supportive services to assist them in breaking the cycle of homelessness. The specialist's role will monitor the flow of residents and visitor to ensure the safety of residents, staff, and visitors; provide support to residents and staff as needed, and help to build a positive safe environment. This is a full-time, non-exempt position, working 40 hours per week.

Duties / Responsibilities

- **Environmental Support:**
 - Monitor and document residents and visitors flow during the scheduled shift.
 - Assist with resident well-being and unit habitability through a regular schedule of unit inspections and wellness checks.
 - Assist property management with unit incidents when needed.
 - Inform and guide tenants to follow policy and procedures for building including emergency exits and fire alarms.
 - Educate and support residents in understanding and following program guidelines.
 - Serve as a liaison between resident and KYCC's case management team.
 - Provide crisis intervention and complete incident reports as required,
 - Coordinate with building security to ensure safety of residents, staff, and visitors.
- **Program Support:**
 - Assist case managers with intake assessment, completion of leasing documents, and coordination of the move-in (as needed).
 - Engage and build relationships with residents to support case management services.
 - Participate in data collection and reporting as required.
 - Assist resident households with the resources, skills and knowledge to become self-sufficient and prevent future episodes of homelessness.
 - Lead, participate and/or support building specific events and programs.
 - Document resident activity and progress in an accurate and timely manner.
 - Assist with preparing for audits, monitoring visits, and reviews.
 - Attend unit, division and agency wide meetings, events and trainings.
- **Other related duties as assigned by supervisor or manager.**



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

- High School Diploma, GED or equivalent.
- Two (2) years of experience in human services, social service, or behavior-related field.
- Working knowledge and experience with government agencies such as LAHSA, DHS, and DMH.
- Knowledge of general fire safety, crisis intervention and prevention.
- Ability to maintain a professional demeanor and composure in a high stress and potentially emotionally escalated encounters.
- Ability to organize and prepare documentation in a timely manner.
- Working knowledge of the use and operation of personal computers to include Microsoft Office suite products (Word, Excel, Outlook); experience working with database software.
- Strong commitment to working with a multi-cultural community and advocate effectively on behalf of low-income and/or formerly unhoused clients.
- Proof of passing a TB test and COVID-19 vaccine verification.
- A valid Class C California Driver License, access to a personal automobile and proof of auto insurance.
- CPR Certified, experience with Narcan. (preferred)
- Proof of eligibility to live and work in the United States. KYCC is an e-Verify employer.
- Work environment—is in a temperature-controlled multi-unit housing building. Noise level can range from quiet to very loud, there can be frequent interruptions in the work. Encounters with residents and/or visitors can be highly charged and confrontational.
- Physical demands—the physical demands of the job include: long periods of sitting and standing, lifting up to 30 pounds, minimal bending and squatting, climbing stairs.

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

SUBMIT AN APPLICATION