



EMPLOYMENT OPPORTUNITY

KYCC is committed to meeting the needs of the multicultural Koreatown community. Our Menlo Family Apartments provide supportive housing for previously homeless families, families with children with mental illness, transition age youth, and low-income families. Not only do we provide our residents with a safe and decent place to live, but we also offer mental health and financial services to our tenants, on site. The Menlo Family Center also hosts afterschool programs for elementary, middle and high school students, some who reside in the building and others who live in the neighboring community. We are looking for candidates who are passionate about supporting our families.

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.

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

Unit: Housing Services
Posting Date: 03/12/2024

Reports To: Housing Services Coordinator
Positions Available: 3
Salary: \$22.00 – 24.63 hourly DOE, plus eligibility for BENEFITS

Summary: Under the direction of the Housing Services Manager and Coordinator, the ICMS Case Manager is responsible for development and implementation of Intensive Case Management Supportive services, assisting previously unhoused individuals transition into secured housing. This position assists the unit manager, coordinator, and Sr. Case Manager with leading, providing support to other case managers, as well as providing direct services to clients. 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. This position is designated to work on and off-site.

Duties / Responsibilities

- **Housing location and acquisition services:**
 - Participating in weekly team meetings with the Rapid Housing team.
 - Conducting individual assessment and developing individual service plans.
 - Working with creative solutions to remove barriers to housing.
 - Researching and locating suitable housing; advocating on behalf of client and leveraging existing resources to secure housing.
 - Assisting with the move-in process, including application completion, move-in subsidies, and rental subsidies.
- **Provide case management services by:**
 - Conducting individual needs assessments and developing case plans with residents regarding various needs such as: education attainment and school enrollment; employment; eligibility for Independent Living Program services through the foster care system; gang affiliation; health and mental health needs; substance abuse services; involvement with the justice system.
 - Identifying resources to meet client needs.
 - Facilitating and coordinating with other program staff and appropriate community agencies for supportive activities such as employment assistance – job readiness training, resume preparation, interview training, attending job fairs and networking with perspective employers.
 - Developing support systems to meet client needs by identifying and coordinating a variety of available services necessary to maintain independent living, and promote self-sufficiency and family stabilization.
 - Managing a caseload of clients and maintaining case files with a thorough record of participant's activity and progress and completing necessary paperwork.
 - Assisting with facilitation of the program's employment readiness, leadership, and life skills workshops.
 - Conducting crisis intervention, as necessary.
 - Conducting Motivational Interviewing process.
 - Understanding Trauma Informed Approach.
- **Attend and lead relevant meetings, trainings, community events and activities.**
- **Other related duties as assigned by the Housing Services Manager and Coordinator.**



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

- A college diploma majoring in social welfare, psychology, public policy or other related fields –**OR**– three (3) years of Experience working with the senior community in social welfare, community development, or other related fields from one (1) to two (2) years of experience in the Senior Community.
- Entry-level case management experience working with government agencies such as LAHSA, DMH, DPSS or similar agencies.
- A working knowledge of and experience using data systems such as HMIS and/or CHAMPS.
- Knowledge and/or experience working with youth and families from various socio-economic and cultural backgrounds.
- Knowledge of Crisis Intervention, Trauma-Informed and Housing First Model.
- Knowledge of and proficiency in Microsoft Office Suite and different data systems.
- 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.
- Ability to supervise/teach instructional lessons in operation of daily senior programs.
- Ability to work collaboratively with other departments within KYCC.
- Ability to organize and prepare documentation in a timely manner.
- 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).
- 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 inspect written documents; ability to communicate with KYCC staff, clients and public; sitting, standing and walking for extended periods of time; bending, kneeling and reaching to retrieve and replace files; and dexterity of hands and fingers to operate office equipment; and ability to lift up to 40 lbs.

Desired Qualifications:

- Knowledge and experience working with individuals impacted by substance abuse and/or mental health issues.
- Certification in CPR (Child & Adult) and First Aid training.

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

SUBMIT AN APPLICATION