



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're passionate about creating change within our community, one family at a time, we'd like to meet you.

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

Reports To: FamilySource Coordinator **Unit:** Community Economic Development Services (FamilySource)
Positions Available: 1 **Posting Date:** 05/14/2024 **Salary:** \$29.00 – 34.00 hourly DOE, plus Benefits

Summary: Under the direction of the FamilySource Center Coordinator, the Lead Case Manager 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 Case Management Services:
 - Responsible for coordinating, implementing and supervising case management services.
 - Support case management staff in providing quality case management, navigation services and make referrals.
 - Conduct weekly case management/ case conference meetings to discuss client cases, program goals, policies and support case management staff in providing quality case management, navigation services and make referrals.
 - Be resourceful in identifying and facilitating resource linkages that complement the available services.
 - Provide direct intervention, as needed, including consultative support, direct crisis intervention, participation in or facilitation of meetings with families, and conflict mediation.
 - Conduct audits of client's files, service plans, and case notes.
 - Supervise the documentation of client services and activities in database.
 - Conduct and/ or coordinate in-service training that will improve the quality of services provided to clients and support the Case Manager's ability to deliver services.
 - Work in collaboration with FamilySource Center and KYCC leads, such as FSC Coordinator, Community Outreach Worker, Financial Coaches, College Success Lead, and other managers and directors to successfully support community members.
 - Assist in preparing reports for local government, fund development, and collaborating agencies.
 - Participate in community outreach activities to bring visibility to the program and services as needed.
 - Participate in Special Events year- round, like distribution events, culmination events and food pantry as needed.
- 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):

- Master'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.
- 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), 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 inspect written documents; ability to effectively communicate with KYCC staff, clients and public through phone system or in person; sitting for extended periods of time; bending, kneeling and reaching to retrieve and replace files; walking for limited periods of time; and dexterity of hands and fingers to operate office equipment.

Preferred Qualifications:

- Bilingual capacity (**Spanish**/ English or **Korean**/ English).

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

[SUBMIT AN APPLICATION](#)