



## EMPLOYMENT OPPORTUNITY

KYCC is committed to meeting the needs of the multicultural Koreatown community. Our Serenity, Ambrose and Menlo Family Center provide supportive housing for previously homeless families, families with children with mental illness, transition age youth, seniors with serious mental illness 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. We are looking for candidates who are passionate about supporting our families.

We have been serving our diverse community for 50 years, and if you are passionate about creating change within our community, one family at a time, we'd like to meet you.

### Community Support Program Lead (Part-time 24 hrs/wk, Non-exempt)

**Unit:** Housing Services  
**Posting Date:** 04/24/2025

**Reports To:** Housing Services Manager  
**Salary:** \$27.00 - \$29.00 hourly DOE

**Positions Available:** 1

**Summary:** Under the direction of the Housing Services Manager, the Community Support Program Lead is responsible for overseeing administrative processes and serving as the primary point of contact for Community Supports Program. Duties and responsibilities include claims management, policy development, staff support and program coordination. The ideal candidate is detail-oriented, proactive, and committed to improving access to low income housing services for underserved communities in Los Angeles County. This is an on-site position at a KYCC facility or designated site with some occasional flexibility for remote work. Performance is reviewed on a continuous basis with specific goals and objectives identified throughout the year.

**Schedule:** Monday-Thursday: 10:00 a.m. – 3:00 p.m., Friday: 10:00 a.m. – 2:00 p.m.  
Must be able to work flexible hours, including occasional evening and/or weekends as needed.

### **Duties/ Responsibilities**

- **Administrative & Claims Management**
  - Manage and process claims for Community Supports program with current and future contracts with MCPs.
  - Assist in the development, updating, and implementing policies and procedures related to community support programs.
  - Monitor and analyze claims data to identify trends, discrepancies, and opportunities for process improvement.
  - Collaborate with internal teams and external partners to resolve claims-related issues efficiently.
  - Maintain accurate records and documentation for audits, compliance, and reporting purposes.
- **Program Coordination**
  - Serve as the primary point of contact for community support programs, ensuring effective communication and coordination with MCP.
  - Support the implementation of Community Supports Program including outreach efforts, education programs, and access to healthcare resources.
  - Assist in tracking program performance metrics and preparing reports for internal and external stakeholders.
  - Facilitate training sessions and informational meetings related to MCP claims, policy updates, and community support services.
- **Attend relevant meetings and trainings:**
  - Attending unit and designated meetings.
  - Attending quarterly agency-wide meetings/trainings.
  - Attending 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 Housing Services Manager.**



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

- Bachelor's degree in Public Health, Healthcare Administration, Social Work, or a related field (Master's preferred).
- Minimum of 3 years of experience in managed care, claims processing, or community health programs.
- Strong understanding of Medical, Cal-Aim or Managed Health Care Provider systems policies, and claims management.
- Excellent organizational and project management skills.
- Ability to work collaboratively with others and a willingness to participate fully in a team process.
- Ability to develop and implement policies and procedures.
- Possess flexibility, initiative and ability to work under pressure.
- Strong interpersonal, organizational, written and communication skills with colleagues, clients and representatives from other community organizations.
- Ability to organize and prepare documentation in a timely manner.
- Strong commitment to working with a multi-cultural community.
- Proficiency in Microsoft Office Suite (Excel, Word, PowerPoint), and data management systems.
- Knowledge of regulatory and compliance requirements for managed care programs.
- A valid Class C California Driver License, personal automobile, and proof of auto insurance: ability to travel designated sites and partner organizations
- Proof of passing a TB test (if completed within a year).
- 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 for the majority of the shift. Ability to lift up to 40 lbs.

**Preferred Qualifications:**

- Experience working with Homeless Management Information Systems (HMIS) and Coordinated Entry System (CES).
- Familiarity with financial assistance programs and housing stability initiatives.
- Bilingual capacity (Spanish/English, Korean/English, or other languages commonly spoken in LA County) are highly desired.

**NOTE:** The selected candidate will be required to complete a Livescan (fingerprint process) and/or background check after a conditional offer of employment has been extended.

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

**SUBMIT AN APPLICATION**