



EMPLOYMENT OPPORTUNITY

KYCC's FamilySource Center has two primary goals: (1) increased family income; and (2) improved academic outcomes for students, to complete High School/GED, and access post-secondary education. The Case Manager will screen, enroll, and assess eligible clients into the Family Source Center program. The Case Manager will also provide general case navigation, ensure clients access multiple KYCC programs and services, and support clients in their individual action plan.

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

Case Manager (Bilingual Korean/English) - (Full-time, Non-exempt)

Unit: FamilySource Center
Posting Date: 5/05/2025

Reports To: Supervising Case Manager
Salary: \$26.00 - \$28.00 hourly DOE, plus eligibility for BENEFITS

Positions Available: 1

Summary: The Case Manager is a direct service position and is responsible for implementation of programs and services under the direction of the FamilySource Center Manager and Supervising 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. The position is scheduled for Monday – Friday, 9:00 a.m. – 5:30 p.m. This is a fully on-site position based in 90006.

Duties / Responsibilities

- **Implementing Case Management Services:**
 - Support clients by assessing needs, developing action plans, monitoring, and evaluating action plan progress;
 - Refer, connect and link families/customers to KYCC services and other FSC programs and activities, including DPSS, employment support, financial coaching, housing stability Services, LAUSD PSA counselor, and community resources to assist with meeting goals of improving Family Income and Academic Achievement;
 - Maintains frequent contact with customers through appointments at the FSC and telephone conversations to follow through with programs, services and provide ongoing support.
 - Assist or refer customers with on-line 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 Manager and Supervising 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 e.g. VITA Tax Preparation and Distribution Events.
- **Attend relevant meetings, events, and trainings:**
 - Attend and support events to engage and establish rapport with families, partners and community stakeholders.
 - Attend staff meetings, case supervision and other meetings.
 - 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 Manager and Supervising 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 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 (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 (if completed within a year).
- 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 40 lbs.

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