



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.

Housing Navigator (Full-time, Non-exempt)

Unit: Housing Services
Posting Date: 10/08/2025

Reports To: Housing Services Manager
Salary: \$24.00 - \$27.00 hourly DOE, plus eligibility for BENEFITS

Positions Available: 1

Summary: Under the direction of the Housing Services Manager, the Housing Navigator is responsible for assessing housing needs and securing housing for clients by removing barriers, engaging landlords, and connecting clients to resources that support long-term housing stability. This is a full-time, non-exempt, position, working 40 hours per week. The typical schedule for this position is Monday – Friday, 8:00 a.m. – 4:30 p.m. Please be advised this could change to accommodate client availability and evolving program needs. Some evening and Saturdays are occasionally required. This is a fully on-site position at a designated location.

Duties/ Responsibilities

- **Housing Navigation:**
 - Identify, recruit and maintain a static case load of 30 housing navigation clients that meet the eligibility as determined by program protocol;
 - Complete comprehensive housing assessment, and client intake within 14 days of referrals;
 - Helps participants to mitigate issues with credit reports, utility arrears, criminal records, unfavorable landlord references, and other issues which may impact housing eligibility;
 - Assists participants in their housing search, including applying for apartments, negotiating with potential landlords, making referrals to other housing location services, and accompanying participants to apartment viewings as needed;
 - Assists participants with housing applications including preparing/obtaining any needed documentation and tracking application status;
 - Advocates on behalf of participants to expedite their access to housing;
 - Arranges for timely inspections and landlord corrective actions;
 - Determines rent reasonableness for inspected units prior to rental assistance and lease approval;
 - Explains and reviews the lease and sublease agreement with the incoming participant(s)/sub-tenant;
 - Works with case managers to address any emerging issues related to housing and community adjustment;
 - Conducts outreach and expands access to housing by cultivating relationships with property owners and management companies and connecting with landlords via neighborhood outreach, Internet search, and networking events. Develops expertise in available affordable housing sites and housing subsidies;
 - Assists clients with moving (help locating affordable moving companies, locating storage units, acquiring furniture and other move-in essentials, etc.);
 - Conducts regular in-person post-placement visits, mitigates risks, and helps improve the likelihood of housing retention;
 - Maintains and reports complete and accurate documentation of service objectives and outcomes.
- **Attend relevant meetings and professional development trainings/workshops.**
- **Other duties and tasks as assigned by supervisor and/or Housing Services Manager.**



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

- Bachelor's degree in Social Work, Sociology, or related field.
- Minimum of four (4) years of experience in case management, housing assistance, social services, or a related field serving vulnerable populations.
- Experience working with low-income individuals and families, including those experiencing homelessness, mobility limitations, veteran status, or older adults
- Effective written and oral communication skills
- Strong interpersonal and organizational skills
- Ability to manage time effectively and prioritize tasks
- Ability to organize and prepare documentation in a timely manner.
- Ability to cope with and resolve conflicts and crisis situations.
- Proven ability to develop relationships with a wide variety of stakeholders.
- Ability to work collaboratively in a team setting and independently.
- Possess initiative, flexibility, and the ability to work under pressure.
- Strong commitment to working with a multicultural community.
- Proficient in Microsoft Office and familiar with database platforms for tracking service delivery.
- Valid Class C California Driver License, personal vehicle, 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.

Desired Qualifications:

- Working knowledge of current housing practices for people experiencing homelessness.
- Extensive knowledge of local affordable housing resources and subsidies (i.e. Section 8, Rapid Rehousing, PSH, Bridge Housing, VASH, etc.).
- Comprehensive knowledge of state, county, city, and community resources including housing options, locations, and availability, as well as health, mental health, government benefits, employment, and transportation resources, among others.

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