



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.

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

Unit: Housing Services
Posting Date: 10/17/2025

Reports To: Housing Services Coordinator
Salary: \$23.40 – \$28.00 hourly DOE, plus BENEFITS

Positions Available: 1

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 (ICMS) services, assisting senior communities and previously unhoused individuals transition into secured housing. This position assists the unit manager and coordinator with leading client advocacy, case management, and linkage to social services to remove barriers to permanent housing. 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 schedule for this position is Monday-Friday, 8:30 a.m. – 5:00 p.m. Some evening and Saturday shifts may occasionally be required. This position is designated to work on (90006) and off- site.

Duties/ Responsibilities

- **Intensive Case Manager Services:**
 - Maintain a caseload of 20 individuals residing at designated KYCC Housing units.
 - Navigate the Coordinated Entry System for ICMS/Project Based Vouchers units at select Housing units.
 - Conduct comprehensive assessments for case management service needs.
 - Develop individualized treatment plans with measurable goals and objectives and assist participants in achieving their desired outcomes.
 - Assist clients in locating and obtaining resources as needed.
 - Act as an advocate for clients to ensure the maximum benefits and resources are obtained and maintained in order to ensure client's ability to become self-sufficient.
 - Develop relationships with representatives within KYCC and other agencies to support the ICMS scope of work such as, mental health care, medical treatment, financial assistance, legal advocacy, etc.
 - Perform wellness checks via home visits on a regular basis, assess for needs, and refer clients to services.
 - Provide staff, intern, and volunteer supervision and coaching for the day-to-day operations of the ICMS scope of work.
- **Housing and Administrative duties:**
 - Promote and foster housing retention services for ICMS residents of KYCC Housing units.
 - Coordinate, prepare and maintain required reports, case notes, and documentation in a timely manner.
 - Participate in daily debrief sessions, weekly supervision, department, and agency- wide meetings.
 - Maintain familiarity with policies and procedures of both the agency and the ICMS program contract.
 - Maintain client records according to HIPAA and adhere to all client confidentiality requirements and standards
 - Participate in the overall evaluation of program services and data collection for reporting.
 - Network with community providers.
- **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 Bachelor's degree in social welfare, community development, psychology or other related field from an accredited College or University.
- Minimum of one year of experience in Housing for Health/ ICMS scope of work.
- Entry level case management experience working with government agencies such as LAHSA, DMG, DPSS or similar agencies.
- Knowledge of Crisis Intervention, Trauma-Informed and Housing First Model.
- Must demonstrate the ability to work collaboratively with others and willingness to participate fully in team process.
- Possess flexibility, initiative, and ability to work under pressure.
- Must maintain confidentiality of work- related information and materials.
- Strong interpersonal skills, organizational, written and communication skills with clients, funders, and colleagues.
- Ability to organize and prepare documentation on a timely manner.
- Knowledge and/or experience working with youth and families from various socio-economic and cultural backgrounds.
- Familiarity with principles of harm reduction, mental health recovery, housing resources and health care delivery systems in Los Angeles required.
- A valid Class C California Driver License and proof of car 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:

- Bilingual capacity (English/Korean or English/Spanish).
- Certification in CPR (Child & Adult) and First Aid Training.

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

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

SUBMIT AN APPLICATION