



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

FamilySource Center Manager (Full-time, Exempt)

Reports To: Assistant Director
Posting Date: 12/18/2025

Unit: FamilySource Center
Salary: \$75,000 - \$81,000 yearly DOE, plus Benefits

Positions Available: 1

Summary: The FSC Manager is a management-level position and works under the direction of the Assistant Director of Community Resources and Engagement. The FSC Manager will create a supportive, productive work environment that will meet agency/contract performance goals and objectives. Primary responsibilities include the supervision and training of staff, quality assurance services, tracking and monitoring assistance, and working in collaboration with staff to ensure programmatic compliance for the FSC program. Performance is reviewed on a continuous basis with specific goals and objectives identified throughout the year. This is a full-time, exempt position, working 40 hours per week. The schedule for this position is Monday-Friday, 9:00 a.m. – 5:30 p.m. Occasional weekends and evening shifts are required. This position is in-person.

Duties / Responsibilities

- **Responsible for Program Administration and Compliance:**
 - Coordinate the implementation and documentation of FamilySource Center (FSC) outcomes through programs and services (e.g., food distributions, youth programs, financial coaching, VITA, housing stability).
 - Manage, monitor, and track FSC outcomes, subcontractors, and fiscal management (budget, subcontractor payments, client assistance, etc.).
 - Monitor and establish procedures to ensure FSC staff complete all required documentation in a timely manner.
 - Review and conduct internal programmatic audits of client documentation for accuracy and completeness.
 - Develop policies, procedures, and systems to support monitoring of program documents and office protocols.
 - Assist with tracking City and Program Monitor directives and advise staff of changes.
 - Participate in case management and supervisory training as appropriate.
 - Participate in agency training activities and provide input on overall staff training needs.
 - Lead or participate in special projects as assigned.
- **Staff Supervision and Direct Service Oversight:**
 - Interview, hire, and supervise FSC staff; provide on-the-job training based on individual staff needs.
 - Supervise staff through weekly or bi-weekly meetings and conduct formal evaluations using case audits, interview observations, and client feedback.
 - Lead staff hiring efforts and coordinate staff schedules.
 - Manage and oversee services for individuals and families at high risk or in crisis.
 - Conduct direct client services as needed (orientations, grocery distribution, intake and assessment, client groups).
- **Attend and/or facilitate relevant meetings and professional development trainings/workshops.**
- **Other duties as assigned by the Assistant Director of Community Resources and Engagement.**



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

- Bachelor's degree in Social Work, Psychology or Sociology. Master's Degree preferred.
- At least three (3) years of experience providing case management or related services to at-risk populations.
- Two (2) years of experience supervising case managers or related field.
- Demonstrates high degree of initiative to develop and maintain tracking system for Youth and Adult Service Outcomes.
- Excellent planning, communication and organizational skills. Attention to detail.
- Strong written and interpersonal skills.
- Demonstrates ability to analyze Data Entry input, and communicates deficiencies to staff.
- Problem solve and implement strategies for improvement to meet program contract expectations.
- Experience working with individuals with diverse ethnic backgrounds and at-risk populations.
- Demonstrated ability to work effectively as a member of a team.
- Strong computer skills and proficiency in Microsoft Office (Word, Excel, Access, PowerPoint) programs.
- Ability to thrive in a fast-paced environment.
- 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.

Desired Qualifications:

- Bilingual English/Spanish.

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