



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.

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

Reports To: FamilySource Manager
Posting Date: 12/16/2025

Unit: FamilySource Center
Salary: \$29.00 – \$33.00 hourly DOE, plus Benefits

Positions Available: 1

Summary: Under the direction of the FamilySource Center Manager, the Supervising Case Manager is a direct service position and is responsible for providing supervision to case managers and the implementation of programs and services developed by the FamilySource 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 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 coordinating, implementing and supervising case management services:**
 - Support case management staff in providing quality case management, navigation services, and make referrals;
 - Conduct weekly case management/case conference meetings to discuss client cases, program goals, policies, and procedures;
 - Be resourceful in identifying and facilitating resource linkages that complement the available services;
 - Provide direct intervention, as needed, including consultative support, direct crisis intervention, participation in or facilitation of meetings with families, and conflict mediation;
 - Conduct audits of client's files, service plans, and case notes;
 - Supervise the documentation of client services and activities in database;
 - Conduct and/or coordinate in-service training that will improve the quality of services provided to clients and support the Case Manager's ability to deliver services;
 - Work in collaboration with FamilySource Center and KYCC leads, such as FSC Manager, Outreach Coordinator, Intake Specialists, Financial Coaches, College Success Lead, and other managers and directors, to successfully support community members;
 - Assist in preparing reports for local government, fund development, and collaborating agencies;
 - Participate in community outreach activities to bring visibility to the program and services, as needed; and
 - Participate in Special Events year-round, like distribution events, culmination events, and food pantry, as needed.
- **Attend relevant meetings and trainings:**
 - Attend and support events to engage and establish rapport with families, partners and community stakeholders.
 - Attend quarterly agency-wide meetings/trainings; and
 - 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.**



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

- Master of Social Work degree in social work, psychology, child development or a related field with two years demonstrated experience providing case management services to vulnerable populations.
- At least two years of experience providing supervision to case managers or related field.
- Demonstrable knowledge and skill in case management and supervision, social services, and organization skills.
- Bilingual capacity (Spanish/ English or 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.
- 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