EMPLOYMENT OPPORTUNITY

KYCC's FamilySource Center (FSC) 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.

FSC Case Manager (Temporary, Full-time, Non-exempt)

Reports To: Supervising Case Manager **Unit:** FamilySource Center (FSC) **Positions Available:** 1
Posting Date: 09/21/2026 **Salary:** $25.00 - $28.00 hourly DOE, plus Benefits

Summary: The FSC Case Manager is responsible for supporting families in achieving improved housing stability, increased financial security, and stronger academic outcomes through case management services. 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 a week. The typical schedule is 9:00 AM to 5:30 PM but can vary based on program and community needs. Evening and weekend shifts may occasionally be required. This position is on-site. **This is a temporary position that is expected to end on 01/31/2027.**

Duties / Responsibilities

- **Client Case Management and Direct Services:**
  - Provide direct support to clients by conducting needs assessments, creating individualized action plans, and regularly monitoring and evaluating progress.
  - Maintain consistent communication with clients through in-person appointments and phone follow-ups to ensure continued engagement and support.
  - Assist or refer clients with applications for CalFresh, CalWORKs, Medi-Cal, WIC, child support services, employment, transportation programs, utility assistance, right-to-work documentation, self-employment resources, and other financial assistance programs.
  - Collaborate with LAUSD PSA and College Corner staff to develop individual college plans under the Parent Promise initiative and actively engage eligible families in case management services.
- **Client Recruitment, Enrollment and Outreach:**
  - Recruit, enroll and maintain a caseload of at least 100 families (approximately 10 per month) and 260 individuals (about 22 per month) annually, or as assigned by the Family Source Center Supervising Case Manager.
  - Outreach and educate about the FSC program and services with partners, community-based organizations, local schools and colleges, etc.
- **Documentation, Data Management, and Reporting:**
  - Maintain accurate, timely, and detailed case notes and documentation on a daily basis.
  - Track and report client outcomes monthly to the Supervising Case Manager to measure progress toward program goals.
  - Assist in preparing reports for the agency, funder, local government, fund development, and collaborating agencies.
- **Program Operations and Client Support Services:**
  - Support Family Source Center food distribution events by assisting with tasks such as transporting food items, registering participants, and conducting Family Source Center enrollments as needed.

- Assist with front desk coverage as needed, including welcoming clients, scheduling appointments, and responding to phone inquiries from community members seeking information about available services.
- **Other related duties as assigned by the FSC Supervising Case Manager and FSC Manager.**
  - Engage in ongoing supervision, team meetings, agency-wide trainings, and professional development activities to enhance skills and maintain professional growth.

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 skills 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.
- 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 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