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.

Universal Access Intake Specialist (Full-time, Non-exempt)

Reports To: Lead UA Intake Specialist **Unit:** FamilySource Center (FSC) **Positions Available:** 1
Posting Date: 11/04/2026 **Salary:** $25.00 - $28.00 hourly DOE, plus Benefits

Summary: The Universal Access Intake Specialist is responsible for screening and enrolling eligible clients into the FamilySource program. They also provide general case navigation services and referrals to internal KYCC programs and services and external resources. 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.

Duties / Responsibilities

- **Client Intake and Case Management:**
  - Screen potential clients for eligibility and 350 enroll households into the FamilySource Center (FSC).
  - Administer and complete program enrollment forms and Salesforce database entry with attention to detail in a timely manner as assigned by supervisor.
  - Create detailed case notes of the current situation and aspirations of each person/household.
  - Be resourceful in identifying and facilitating resource linkages that complement the available services.
  - Follow up with clients regarding pending outcomes, services, and referrals to ensure consistent communication, promote accountability, monitor progress toward program goals, and make every reasonable effort to address clients' needs.
  - Monitor and manage the FSC voicemail system by checking messages regularly throughout the day and returning calls in a timely and professional manner to ensure prompt communication, respond to client inquiries, and connect clients with appropriate services and resources.
- **Outreach, Engagement and Events:**
  - Provide internal and external orientations and outreach to promote FSC program and services.
  - Participate in community outreach activities to bring visibility to the program and services.
  - Participate in FSC activities and events such as Volunteer Income Tax Assistance (VITA) Tax Preparation, weekly grocery distribution events, Baby2Baby events, etc.
  - Attend and support events to engage and establish rapport with families, partners, and community stakeholders.
- **Administrative and Reporting Support:**
  - Assist in preparing reports for the agency, funder, local government, fund development, and collaborating agencies.
  - Provide general office support to fellow FSC staff including front desk coverage, tidiness and cleanliness.
  - Participate in monitoring/audit reviews.
- **Meetings, Trainings and Professional Development:**
  - Attend required meetings including staff meetings, quarterly agency-wide meetings/trainings.

- Attend relevant meetings and professional development trainings, conferences, workshops and seminars to maintain and improve professional competence as assigned by the supervisor or funder.
- **Other related duties as assigned by the Lead UA Intake Specialist and/or FSC Manager.**

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