



JOB ANNOUNCEMENT

Position: ***Bilingual Case Manager***

Status: Non-Exempt Full-time

Reports to: Senior Director of Programs

The Korean American Family Service Center, Inc. (KAFSC) is a leading non-profit organization assisting women, children, and families in the New York tri-state area to recognize and eliminate relationship violence and abuse. Our counseling, education, advocacy and support services help individuals empower themselves to build safe and healthy relationships based on mutual respect, compassion and dignity. Each year, over 2,000 individuals benefit from one or more services that we provide. All our services are culturally sensitive, linguistically appropriate, and free.

KAFSC seeks a full-time Bilingual Case Manager who can provide our target populations with a wide range of direct services described below as part of the Counseling Team.

Key Responsibilities

Case Management, Parenting Education, Outreach, and Advocacy

- Provide coverage for 24 hour hotline, in rotation with other counselors and case managers
- Provide comprehensive quality advocacy and case management for individuals and families affected by domestic violence, sexual assault, & relationship abuse.
- Take and complete intakes for individuals and families.
- Ensure that families and clients have safety plans, as necessary.
- Work closely with the counseling team to provide assistance in legal support to clients
- Support Group - co-facilitate and assist counselor with weekly support group meetings and events
- Answer hotline calls and connect clients to appropriate services.
- Communicate with assigned volunteers to take intake forms.
- Make appropriate referrals (police, court, shelter, hospital, DA's office, etc.) and provide advocacy and interpretation
- Ensure professional relationships with clients to create an atmosphere of empathy, safety, & support
- Travel to court and accompany clients to police station and other community organizations as needed
- Foster and maintain constructive working relationships with law enforcement, legal service agencies, courts, NYC Family Justice Centers, ACS, and other community organizations.
- Update and maintain referral lists to other community services

Community Education, Advocacy, and Training

- Work with the staff, create opportunities to reach out to targeted population through a wide range of community outreach activities
- Conduct workshops, such as parenting skills related to KAFSC's work as needed



Administration

- Ensure that all client records and documentation are complete, accurate and up-to-date
- Prepare documents, reports, and statistics for all appropriate, program-related activities
- Participate in staff meetings

Qualifications

- Bachelor's degree in Social Work or related fields preferred.
- Knowledge of the dynamics of family violence or sexual assault or/and experience working with individuals who have experienced trauma preferred.
- Oral and written fluency in English and Korean preferred, and Chinese a plus
- Familiarity with Korean/Asian and immigrant community a plus
- Sound judgment and a strong sense of social justice and activism
- Collaborative attitude, positive attitude and sense of empathy towards victims
- Strong dedication to furthering victims' rights
- Computer competency in Microsoft Office Suite and the Internet search

Compensation and Benefits

- Competitive salary plus excellent benefits including health insurance, vision/dental insurance
- Generous 25 days of paid time off in addition to paid holidays and birthday off
- Pre-tax TransitChek

HOW TO APPLY

Send a resume and cover letter to hr@kafsc.org.

No phone calls please. KAFSC is an Equal Opportunity Employer.

For more information about the agency and jobs, visit our website at www.kafsc.org.