

# Full Job Description

## JOB ANNOUNCEMENT

Position: Outreach Assistant (Korean Bilingual)

Status: Non-Exempt Part-time

Salary: 20-25 hours/week; up to \$25/hourly (dependent on experience)

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 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.

## KEY RESPONSIBILITIES

**Working under the leadership of KAFSC, the Outreach Assistant will:**

- Maintain expert knowledge of NYS Emergency Rental Assistance Program (ERAP) eligibility rules, application processes, and the relevant Online Portals for filing ERAP applications.
- Maintain expert knowledge of Department of Labor Excluded Workers Funds (EWF) eligibility rules, application processes, and the relevant Online Portals for filing EWF applications.
- Maintain expert knowledge of Vaccine scheduling, Covid-19 testing sites, and the relevant information.
- Provide telephonic, written, and face-to-face engagement and enrollment services for as related to ERAP and EWF applicants, Vaccine appointment scheduling and Covid-19 testing sites, and make follow up calls/emails as appropriate.
- Communicate effectively with individuals/teams in the programs to ensure high quality and timely expedition of client needs,
- Manage application assistance activities including attending meetings, post-reporting, data entry and other related tasks.
- Adhere to all data security and privacy protocols around ERAP, EWF and Covid 19 Vaccine, Testing & Trace (T2) engagements.
- Support volunteer recruitment, outreach including street canvassing, and training activities.
- Manage multiple tasks and set priorities.
- Handle a wide range of administrative and clerical tasks.
- Performs all other duties as requested by supervisor and management team.

## Qualifications:

- High school graduation or equivalent and at least one year of experience in credentialing and enrollment.

- Work or application assistance centered activities in an area related to the duties as described above
- Excellent interpersonal, organizational, writing and computer skills
- Experience with data management and reporting;
- Understanding of New York City's diversity and experience working with people of diverse backgrounds
- Demonstrated proficiency in MS Office software with an emphasis on Excel, Word, and Gmail
- Proficiency in written and spoken [Korean]
- Ability to travel within New York City
- Job Type: Part-time

Schedule:

- Monday to Friday

COVID-19 considerations: All types of PPE available at the office, alternating schedules, etc.

Education:

- High School or equivalent (preferred)

Language:

- Korean (Preferred)

Willingness To Travel:

- 50% (Preferred)

Work Location:

- Multiple locations

Work Remotely:

- No