



## KIWA

### Position: Program Services Coordinator

#### About KIWA

Founded in 1992, the mission of KIWA (Koreatown Immigrant Workers Alliance) is to build the power of immigrant workers and residents, and to organize a progressive grassroots leadership to transform our workplaces and communities, in Koreatown and beyond. We are a multi-racial, multi-industry worker center with a base of primarily Latino and Korean immigrant workers and families. KIWA's approach integrates organizing, policy advocacy, leadership development, education, and services in the areas of workplace justice, neighborhood and housing rights, immigrants' justice, and civic engagement. In 2013-14, in collaboration with the Little Tokyo Service Center, KIWA developed our affordable housing project, Casa Yonde, in Koreatown. Casa Yonde provides 52 units of beautiful, environmentally sustainable, and affordable housing for our community. Of these, 10-13 are designated for previously unhoused, "transition-age" youth and 5-8 for previously unhoused families with at least one adult with a mental illness diagnosis, often related to domestic violence and sexual assault. The Program Services Coordinator is KIWA's lead in providing and coordinating services for these tenants and for our members.

#### About the Position

KIWA seeks to hire a full-time staff member to play a central role on KIWA's team as services coordinator for Casa Yonde residents, KIWA membership, and community members.

#### Key Responsibilities

Case management: The Program Services Coordinator will be responsible for providing comprehensive case management in a residential setting to low-income individuals and people of color, and in particular formerly unhoused tenants facing mental illness. Primary tasks include:

- Serving as the first and primary responder to tenants' issues and concerns, listening actively, and addressing them fairly and professionally.
- Providing counseling and assistance to individuals and families adjusting to new living conditions.
- Facilitating access to resources for tenants and providing avenues to social services for additional help, monitoring, and following up on referrals. This includes working closely with partner agencies providing mental health services. This position is not a clinical therapy position.
- Developing tenants' individual and collective leadership.
- Plan crisis intervention, intensive case management, and follow-up services with partners.
- Plan and conduct group activities and programs for residents, as well as social, educational, and recreational programs using community and city resources.
- Plan and facilitate English classes (with instructor from LATTC or LACC), computer lab and classes as needed, workforce development, and other workshops and programs. Some will be for tenants only, others also KIWA and community members.



### Programs

- Manage KIWA's English class for residents, members, and community members (an outside instructor teaches the class). Work with colleges (LATTC, LACC) to ensure the program continues, students are enrolled, communication with school administrators, teacher, and students is maintained, and that the class is appropriate for the KIWA community.
- Plan and implement workforce development workshops and programs.
- Plan and implement other programs as needed.

### Relationships with partners

- Maintain effective relationships with property management and allied service and supportive-housing partners so that residents can thrive, the building is operated smoothly, communication is clear, and all benefit.

### Documentation and infrastructure

- Prepare and maintain accurate, up-to-date, written resident and program files and records and evaluate progress. Ensure systems for documentation, programs, and referrals are optimal.
- Responsible for providing documentation and information for tenant-services-related audits.

### Organization-wide

- Participate in KIWA staff meetings, one-on-ones with supervisor, and political education.
- Provide support to KIWA activities as assigned, including contributing to KIWA fundraising, organizing, and campaign goals.
- Shared maintenance of KIWA's office.

### **Background and Skills**

- Bachelors degree in social work or related field, or a minimum of twelve month's case management or related experience, or equivalent combination of education and experience. MSW and/or two years' case-management experience preferred but not required.
- Eagerness and competency to work with individuals from a range of different cultures, ages, religions, and ethnic backgrounds, including residents from African American, immigrant Latinx, Korean, Bangladeshi, and other Asian communities. **Commitment to work equitably and sincerely with residents of all communities.** Familiarity with African American, Korean, Bangladeshi, and Latinx communities and issues a plus.
- Experience working with issues around homelessness, domestic violence and sexual assault, transition-age youth, and mental illness strongly desired.
- Proficiency in English AND either Spanish or Korean strongly desired.

**Salary and benefits:** Full-time (40 hours), non-exempt. Salary: \$45,000. Employee healthcare after probation period. 15 holidays. 2 paid leave days accrue after each full month worked.

To apply, please email a cover letter, resume, and three references. Please list your relationship to these references and their contact information. Send all materials to [jobs@kiwa.org](mailto:jobs@kiwa.org) with "Program Services position" in the subject line. Applications will be reviewed immediately. Position is open until filled. Start date: ASAP.