

**THE KOREAN AMERICAN FAMILY SERVICE CENTER, INC.**

**Job description**

**Position:** Bilingual Case Manager  
**Status:** Non-Exempt Full-Time  
**Reports to:** Senior Counselor

**Summary**

**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.

A Full-time Bilingual Case Manager provides to our target populations with a wide range of direct services described below as part of the DV/SA Team.

**Major Responsibilities**

**Case Management for DV/SA victims**

- Provide coverage for 24-hour hotline, in rotation with other DA and SA staff.
- Managed a clinical caseload of 20 clients on a weekly basis including individual, group, and parenting services including DV and SA staff.
- Provide counseling and parenting services of children/youth/families in individual and group with an awareness of, and respect for, diversity of culture, ethnicity, gender, and sexual orientation.
- Develops with client(s) measurable initial treatment plans, short-term and long-term goals with action plan and completion time frame on quarterly basis.
- 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.
- Provide assistance in legal support to clients.
- 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 list to other community services.

- Writes daily progress notes.
- Master and utilize computerized treatment systems for all aspects of client record-keeping/charting, toward assuring all documentation is maintained in comprehensive, organized, and timely manner.
- Participate in supervision on regular basis with the Supervisor.

#### **Community Education, Advocacy, and Training**

- Work with the community agencies and schools to create opportunities to reach out the targeted population through a wide range of community outreach activities.
- Provide training or workshops if needed.
- Organize and participate in agency-wide outreach activities.

#### **Administration**

- Fulfills all documentation required by funding purposes.
- 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.
- Submit progress note timely basis.
- Perform other duties assigned by the Supervisor.

#### **Qualifications**

- BA Degree in counseling or related fields.
- Fluency in English and Korean.
- Familiarity with Asian and immigrant community a plus.
- Knowledge or experience with parent education.