



## Korean Community Services of Metropolitan New York, Inc.

Position title	Department & Location	Reports to
Outreach Coordinator - Social Care Network (SCN)	Public Health & Research Center (PHRC)	Manager of PHRC
	203-05, 32nd Ave, Bayside, NY 11361 & more	
Employment status	FLSA status	Effective date
<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary	<input checked="" type="checkbox"/> Nonexempt <input type="checkbox"/> Exempt	TBD

### About the Organization

Founded in 1973, Korean Community Services of Metropolitan New York, Inc. (KCS) is a nonprofit 501(c)(3) multi-service organization supported by government agencies, foundations, corporations, and individuals. KCS aims to develop and deliver a broad range of social service programs to meet the community's various needs. To achieve this goal, KCS provides professional services in immigration, education, aging, workforce development, public health, and mental health.

### Position Summary

The Outreach Coordinator supports the Social Care Network (SCN) project by actively identifying, engaging, and recruiting eligible Medicaid members while ensuring accurate documentation and referral management through Unite Us and internal databases. This role combines community outreach, member engagement, eligibility screening, and compliance-driven data management to strengthen SCN participation and service delivery.

### Essential Functions

#### 1. Community Outreach & Recruitment (Primary Focus)

- Develop and implement outreach strategies to increase awareness and enrollment of eligible Medicaid members into SCN services.
- Build and maintain relationships with community-based organizations, faith-based groups, clinics, and local partners to generate recurring referral sources.
- Conduct outreach events, presentations, and canvassing activities to educate the community about SCN services.

#### HEADQUARTERS (ADC | EDUCATION | HR | IMMIGRATION | PHRC | WF Develop.)

203-05 32nd Ave,  
Bayside, NY 11361  
Tel: 718-939-6137

100 Grove St,  
Tenafly, NJ 07670  
Tel : 201-541-1200

#### OLDER ADULT CENTER

42-15 166th St,  
Flushing, NY 11358  
Tel: 718-886-8203

37-06 111th St,  
Corona, NY 11368  
Tel: 718-651-9220

633 W 115th St,  
New York, NY 10025  
Tel: 718-886-8203,  
347-923-0124

#### PUBLIC HEALTH AND RESEARCH CENTER (1)

315 5th Ave, #705,  
New York, NY 10016  
Tel: 212-463-9685

2460 Lemoine Ave, #400P,  
Fort Lee, NJ 07024  
Tel: 201-364-8375

103-04 39th Ave, #103,  
Corona, NY 11368  
Tel: 917-396-4149

#### PUBLIC HEALTH AND RESEARCH CENTER (2)

410 Broad Ave, #201,  
Palisades Park, NJ 07650  
Tel: 201-429-2866

154-05 Northern Blvd., #301-A  
Flushing, NY 11354  
Tel: 718-939-6137

#### WORKFORCE DEVELOPMENT

325 West 38th St, #1107,  
New York, NY 10018  
Tel: 929-300-8630,  
929-341-8302

410 Broad Ave. #201,  
Palisades Park, NJ. 07650  
Tel: 201-429-2866

#### MENTAL HEALTH CLINIC

42-16 162nd St, 2FL,  
Flushing, NY 11358  
Tel: 718-366-9540

35-56 159th St., #2fl  
Flushing, NY. 11358  
Tel: 718-939-6137

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- Attend outreach events, including evenings and weekends as needed.
- Track outreach activities and referral outcomes to support performance monitoring.

## 2. Screening & Member Engagement

- Conduct screenings and eligibility assessments to determine Medicaid recipient qualification for SCN services.
- Assist individuals in completing intake documentation and understanding available services.
- Serve as an advocate and liaison for members, escalating complex or time-sensitive concerns to appropriate staff.
- Support the timely transition of screened individuals to SCN navigators or case managers.

## 3. Data Entry & Documentation (Unite Us & Internal Systems)

- Maintain accurate, timely, and secure data entry in KCS databases and the Unite Us platform.
- Monitor referral status and follow up as needed to ensure service coordination.
- Ensure completeness and compliance of documentation in accordance with SCN requirements.
- Adhere to confidentiality protocols and HIPAA operating procedures.

## 4. Administrative & Reporting Support

- Organize program-related records, spreadsheets, and tracking documents.
- Support internal reporting requirements related to outreach and enrollment.
- Assist in maintaining outreach materials and logistical coordination for community activities.

## Education and Experience Requirements

- High school diploma required; Associate's degree preferred.
- Knowledge of community resources, housing programs, and social services, and experience in nonprofit organizations is preferred.

## Minimum Qualifications (Knowledge, Skills, and Abilities)

- Knowledge of Microsoft Office Suite (Word, Excel, PowerPoint) and Google (Docs, Sheet, Slides, Forms).
- Familiarity with virtual platforms (Zoom, Microsoft Teams, etc.)
- Ability to communicate effectively in the language(s) necessary to perform the essential functions of the position (e.g., English, Korean, or both).

## Physical Demands and Work Environment

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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- Have hand dexterity to use the computer, office equipment, phones and other devices.
- Ability to safely handle physical tasks, including transferring up to 15 pounds.
- Prolonged periods of sitting or standing while performing office duties.
- Frequent data entry tasks requiring the use of a keyboard and other office technology.
- Occasional travel required for events, or outreach activities.
- Primarily office-based, with occasional fieldwork or attendance at outdoor events as required.
- Flexible work hours may include occasional evening or weekend shifts to meet program needs.
- Collaborative team environment, requiring both independent work and interaction with colleagues.
- Regular interaction with a diverse client population, requiring effective communication in various settings, including virtual and in-person engagements.

**Note**

This job description does not specify or imply that these are the only duties to be performed. Employees may be required to follow additional job-related instructions and perform other duties as assigned by authorized staff. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

**Compensation & Working Schedule:**

- Annual Salary: \$49,000 – \$51,000, commensurate with skills and experience. Paid semi-monthly
- Hours: 40 hours per week, with occasional evenings and weekends as needed.

**Application Process:**

KCS will accept applications on a rolling basis until the position is filled. Only applicants selected for an interview will be contacted. Please send your cover letter and resume to Sara Kim, Director of PHRC. Email: [skim@kcsny.org](mailto:skim@kcsny.org).

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