



The Cambodian Family Community Center

A Multi-Ethnic Human Services Agency Promoting Social Health

1626 East 4th Street, Santa Ana, CA 92701 (714) 571-1966

www.cambodianfamily.org

Founded in 1980, **The Cambodian Family (TCF) Community Center** is a community-based, multi-cultural, non-profit organization, located in Santa Ana, California. Our mission is to provide refugee and immigrant families with the opportunities to develop the knowledge, skills, and desire for creating better health and well-being in their lives. We accomplish this by providing programs and services in three main areas: (1) community health and mental health; (2) youth program; and (3) civic engagement, immigration, and advocacy.

Title: Housing System Advocate (Bilingual English/Khmer)

FLSA: Non-Exempt, 40 hours/week (Full-Time)

Reports to: Director of Youth, Immigration, and Civic Engagement Programs

Pay Range or Rate & Benefits: \$25/hour - plus excellent benefits package (medical, dental, vision, 403b retirement matching plan, paid time off such as vacation and sick)

Job Location: In-Person in Santa Ana, California (No Remote Work)

Summary

Working under the supervision of the Director of Youth, Immigration, and Civic Engagement Programs, a Housing System Advocate position will work to champion the adoption, enhancement, and optimization of an enhanced housing navigation model for multi-ethnic older adults in Orange County (OC). The ideal candidate will possess a strong understanding of local, regional, statewide and federal housing programs, senior living communities, and the unique challenges faced by older adults in Orange County. Through strategic advocacy and collaboration, the Housing Systems Advocate will drive the development of a culturally responsive assessment tool that identifies older adults' needs and vulnerabilities in housing and other key areas.

Essential Functions

1. Needs Assessment and Strategic Planning:

- Conduct comprehensive assessments of existing housing systems and programs for older adults, identifying gaps, inefficiencies, and opportunities for improvement.
- Collaborate with stakeholders, including government agencies, housing providers, community organizations, older adult advocacy groups, and any other relevant stakeholders to develop strategic plans for enhancing housing services, housing availability, and access to housing.

2. Community Engagement, Outreach, Education, and Organizing:

- Engage with older adults and their support networks to raise awareness of housing options, rights, and resources available to support aging in place.
- Develop and deliver educational programs, workshops, and outreach activities to empower older adults in making informed decisions about housing and navigating housing-related challenges.
- Foster partnerships with local organizations and agencies to provide wraparound services, including transportation, healthcare, and social activities, to enhance the quality of life for older adult residents.
- Ability to connect with the community and collaborate with other service providers to provide high-quality services to Cambodian community and across Orange County's diverse communities
- Outreach, recruit, and engage underrepresented youth, adult, and older adult residents in advocacy work and campaigns through leading, organizing, coordinating, and outreach activities, community forums, small group discussions, trainings, and individual 1:1 meetings
- Help build resident capacity to advocate for positive changes in state and local policies and systems by focusing on knowledge, self-efficacy, relationships and communication, community organizing, and infrastructure and resources

- Organize one-on-one or group activities to promote housing awareness
- 3. Advocacy and Policy Development:**
- Serve as a vocal advocate for older adults' housing and mental health/health needs at local, regional, and national levels, leveraging data, research, and lived experiences to influence policy decisions and funding priorities.
 - Collaborate with policymakers, elected officials, advocacy groups, and those directly impacted by housing policy to advocate for legislative reforms and funding initiatives aimed at addressing affordable housing shortages, eviction prevention, and homelessness among older adults.
 - Monitor legislative and regulatory developments related to housing, aging, and healthcare policy, providing analysis and recommendations to inform advocacy efforts and strategic planning.
 - Identify leadership and civic engagement opportunities for youth, adult, and older adult residents to get involved and provide necessary support for a meaningful engagement
 - Develop and provide leadership and advocacy trainings
- 4. Housing Navigators Support**
- Provide day-to-day supervision, support and guidance to Housing Navigators, including task assignment, workload management.
 - Assist community members needed housing navigate through housing resources
 - Provide translation/interpretation in English/Khmer (Cambodian)
 - Provide case management and follow-up services
 - Assist clients in accessing social/support services at our center and at other community providers
- 5. Reporting & Other Duties**
- Collect the necessary data from relevant sources. This might include focus groups, surveys, interviews, or other sources of information.
 - Submit reports/data by deadlines.
 - Administer surveys with clients and assists in evaluating clients' participation, outcomes, and program satisfaction
 - Complete and maintain all records and clients' confidentiality as required; assist in data collection, data analysis, and report preparation and submission.
 - Perform other work-related duties as required by Supervisor and Executive Director

Minimum Qualifications - Knowledge, Skills and Abilities Required

- Bachelor's degree in Social Work, Public Policy, Public Health, Gerontology, Urban Planning, or related field is preferred.
- **Must be bilingual in English/Khmer (Cambodian)**
- Experience working in housing, aging services, or community development, with a focus on older adults preferred.
- Knowledge of housing programs, policies, and regulations impacting older adults, including housing programs, Fair Housing Act, etc.
- Strong advocacy and communication skills, with the ability to effectively engage diverse stakeholders and influence decision-making processes.
- Ability to analyze complex issues, develop strategic plans, and drive collaborative solutions in a dynamic environment.
- Commitment to equity, diversity, and inclusion, with a demonstrated understanding of the intersectional challenges faced by older adults from marginalized communities.
- Experience working with older adults and sensitivity to the unique needs and preferences of diverse older adult populations.
- Must have the ability to work independently and in a team
- Be self-motivated, self-directed, quick to learn, flexible, and creative
- Have high comfort level working in a diverse environment, particularly with the immigrant communities
- Ability to effectively represents the agency, our mission, and our programs to the outside world
- Verification of employment eligibility, driving record, and background check required.

- Must have a successful record in setting priorities; keen analytic, organization and problem solving skills which support and enable meaningful data interpretation (versus simple reporting) and sound decision making
- Must have personal qualities of integrity, credibility, accountability, and dedication to the mission of TCF
- Must maintain professional behavior, dress, and appearance at all times
- Drive personal car for work-related purposes (mileage to be reimbursed); maintains driving record and car insurance in accordance with organization’s policies and provides related records periodically
- Must be able to work weekends and evenings upon request.

Preferred:

- Case management experience is a plus, but training will be provided

Non-Essential Qualifications - Knowledge, Skills and Abilities

- G Suite (Google Sheets), Canva, Zoom, and Adobe Suite preferred.

Supervisory Responsibilities. Yes. 1-2 staff.

Environmental Conditions (Working Conditions)

- Exposed to typical office environment conditions and noise levels.
- Exposed to mentally demanding situations (including but not limited to: emergency situations, accidents, and stress)

Physical Requirements

- Sit for extended periods of time at a computer station or work desk. Stand and walk throughout the day.
- Uses hands and fingers to operate computers and office equipment for up to 8 hours or more each day.
- Requires clear vision at 20 inches or less with or without corrective lenses and vision sufficient to use equipment.
- Hearing and speech within normal ranges and sufficient for clear communication face to face and on the telephone.
- Lifts up to 50 pounds occasionally.

Mental Requirements

Must be able to handle any/all of the following: constant distractions, interruptions, emergency situations, accidents, and uncontrollable changes in priorities/work schedules. Must be able to process information, think, and analyze situations in short periods of time. Must be able to comprehend and follow instructions, maintain work pace appropriate to given workload, and relate to other people beyond giving and receiving instructions.

Applicants invited for an interview will be required to complete TCF Employment Application, which will be sent by e-mail to the applicant and submitted to TCF prior to the interview date.

TO APPLY: Please submit your most updated resume to jobs@cambodianfamily.org

The Cambodian Family is an Equal Opportunity Employer. Women and Minorities are encouraged to apply.

I have read this job description entitled **Housing System Advocate (Bilingual English/Khmer)** and fully understand the requirements, responsibilities, and expectations set forth therein. I attest that, if I am hired, I am able to perform the essential job functions as outlined with or without any reasonable accommodations. I further understand that this job description does not constitute an employment contract with The Cambodian Family.

Applicant Name

Applicant Signature

Date