



CASE MANAGER

NLSLA provides free assistance to more than 160,000 individuals and families a year through innovative projects that expand access to justice and address the most critical needs of people living in poverty throughout Los Angeles. We are a community of people who see the law as a powerful tool to fight for individual rights and social change. Our work aims to unravel entrenched disparities that have resulted from longstanding injustice, systemic racism, and institutionalized inequality.

As such, we know that a diverse mix of minds, backgrounds and experiences enhance our vision. This value is embodied within the diversity of our community offerings and among the colleagues that help enliven our culture. Cultivating an inclusive work environment that values a range of talent and ideas is a top priority for us. We enthusiastically encourage candidates of all backgrounds and abilities to apply.

ABOUT THIS POSITION:

The Case Manager will provide supportive services to individuals who are in need of information and resources to help meet basic needs and develop skills to self-sufficiency. The candidate must have a demonstrated passion and commitment and prior experience serving low-income individuals and client groups, with a sensitivity to those who have been impacted by trauma. The ideal candidate must possess strong organizational skills; be able to effectively work independently and have the ability to communicate verbally and in writing. The case manager will also collaborate with attorneys and advocates to support the client to understand and navigate various systems including but not limited to access to public benefits, law enforcement and other governmental agencies, Department of Child and Family Services, housing and others.

In this role, you would report to the Supervisor of Social Services and a career path may result in future opportunities. This position is non-exempt and temporary.

THIS POSITION MAY BE RIGHT FOR YOU IF:

- **YOU THRIVE IN A FAST-PACED ENVIRONMENT** and excel at moving through tasks and problem solving independently.
- **YOU DON'T SWEAT THE SMALL STUFF** and can maintain a positive attitude and goal-oriented focus in an ever-changing and sometimes ambiguous environment.
- **YOU KNOW THAT INTEGRITY MATTERS** and exhibit a strong adherence to ethical standards including, but not limited to, the ability to maintain confidentiality and fiduciary responsibility.

WHAT YOU CAN EXPECT TO DO IN THIS ROLE:

- Responsible for intakes and comprehensive assessments of new referrals to identify client needs and barriers created by issues commonly associated with trauma and poverty.
- Create Service Plans in collaboration with clients to develop goals and timelines.

- Provide direct services based in client need and grant requirements which may include case management, individual counseling, support groups, court accompaniments and other linkage to outside providers.
- Provide client advocacy services that include coordination of services on behalf of the clients with social service and government agencies, court accompaniments, assistance obtaining police reports, DCFS support and other needed advocacy to address barriers created by domestic violence.
- Participate in community outreach and networking opportunities.
- Case management: provide direct referrals to resources and assist client with application process of these to successfully link to outside agencies that will support client goals.
- Document information on each client, maintain written records, create, and provide reports and letters as requested.
- Travel to other NLSLA branch offices, courts, government agencies, shelters and community-based organizations throughout the Antelope, San Fernando and San Gabriel Valleys required.

HOW YOU CAN STAND OUT:

For this role, the ideal candidate has

- Knowledge of trauma-informed practices and a minimum of one year of prior experience working with underserved/unserved communities.
- Prior experience providing direct client services to survivors of domestic violence.
- The candidate must excel in a fast-paced and dynamic environment while demonstrating commitment to serving low-income individuals and client groups, with a sensitivity to those who have been impacted by trauma.
- Bachelor's degree in social work or related field.
- Bilingual proficiency.

WHAT YOU'LL NEED ON DAY ONE:

- Working knowledge of Microsoft Outlook, Word and Excel, business communication platforms, and web-based case management platforms.
- Passion for NLSLA mission and demonstrated commitment to advocating for the legal rights of low-income individuals.
- Passion, empathy, and compassion for supporting people from different lived experiences.

WHAT WE OFFER:

The salary range for this position is \$43,000-\$47,000.

Benefits include:

- 35-hour workweek with a hybrid schedule.
- 15 paid holidays per year
- 2 to 5 weeks of vacation per year depending on seniority.
- 12 days of sick leave per year.

- Medical, dental, and vision insurance; life and AD&D insurance; FSA; and EAP.
- A 403(b)-retirement plan.
- Monthly bilingual supplement.

Please [click here to apply](#). Please provide a cover letter, resume, and writing sample on the application.

Equal Employment Opportunity Policy

NLSLA is an equal opportunity employer. We will extend equal opportunity to all individuals without regard to race, color, religion, sex (including gender identity, gender expression, transgender status, sexual orientation, and pregnancy, including breastfeeding and related medical conditions), national origin, age, disability (physical or mental), genetic information (including family medical history), political affiliation, military status, or other non-merit-based factors or any other status protected under applicable federal, state or local laws. Consistent with these principles, NLSLA also provides reasonable accommodations to qualified employees and applicants with disabilities and for sincerely held religious beliefs, observances, and practices. All applicants and employees have the freedom to compete for employment and advancement opportunities, on a fair and equitable playing field.