



Domestic Violence Case Manager

Change Lives and Transform Communities – Join Our Social Services Team!

Neighborhood Legal Services of Los Angeles County (NLSLA) provides free assistance to over 160,000 individuals and families each year through innovative projects that expand access to justice. We see the law as a powerful tool for social change and we're looking for passionate individuals to help us fight for justice.

We value diverse perspectives and experiences, and we believe that a strong community is built through inclusivity. NLSLA is proud to foster an environment that welcomes individuals from all backgrounds and abilities, and we encourage all qualified candidates to apply.

About the Role

NLSLA is seeking a Case Manager to 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 demonstrated passion and commitment and prior experience serving low-income individuals and client groups, with sensitivity to those who have been impacted by trauma. 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 or Associate Supervisor of Social Services. This position is non-exempt and temporary.

What You'll Do

- Responsible for intakes and comprehensive assessments of new referrals to identify client needs and barriers created by domestic violence who are CalWORKs and non-CalWORKs recipients.
- Create service plans in collaboration with clients to develop goals and timelines.
- Provide direct services to clients, including case management, individual counseling, support groups, court accompaniments, and referrals to external 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.

- Case management: provide direct referrals to resources and assist clients with the 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.
- Regular travel to other NLSLA branch offices, courts, government agencies, and community-based organizations in designated districts. Some travel is required through program offices.

What You'll Need

- Bachelor's degree in social work or related field.
- Strong organizational skills.
- Able to effectively work independently.
- Strong communication skills, both verbally and in writing.
- 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.

Bonus Points if You

- Have knowledge of trauma-informed practices and a minimum of one year of prior experience working with underserved/unserved communities.
- Have prior experience providing direct client services to survivors of domestic violence.
- Are able to 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.
- Bilingual proficiency is preferred due to the high language need of residents in the community.

Why You'll Love Working with Us

At NLSLA, we believe in supporting our staff as they grow in their careers and live balanced lives. We offer:

- **Competitive Salary:** \$47,000–\$51,000, based on experience.
- **Work-Life Balance:** A 35-hour workweek and a hybrid work schedule to help you balance professional and personal commitments.
- **Generous Time Off:** 15 paid holidays, 2 to 5 weeks of vacation depending on seniority, and 12 days of sick leave. Exempt employees are eligible for compensatory time in accordance with company policy.
- **Comprehensive Benefits:**
 - Medical, dental, and vision insurance with a variety of plan options.
 - Basic Life and AD&D Insurance, Long-Term Disability Insurance.
 - 403(b) retirement plan and options for voluntary contributions.
 - Monthly bilingual supplement for qualified employees.
- **A Culture of Inclusion:** We are committed to fostering a respectful, inclusive work environment where everyone can thrive.
- **Perks:** Technology reimbursement to help you stay connected and equipped to do your best work.

Apply Today

Are you ready to make a lasting impact on the lives of vulnerable families in Los Angeles?

Apply now to join our team and be part of a mission-driven organization dedicated to justice and equity. [Click here to apply](#). Please provide a cover letter, resume, and writing sample on the application.

We are excited to hear from you!

Equal Employment Opportunity Policy

NLSLA is committed to provide a work environment that respects the dignity and worth of each individual and is free from all forms of employment discrimination based on each and every characteristic protected under the law and beyond.

Decisions related to hiring, compensating, training, evaluating performance, promoting, or terminating are made fairly, and are based on job-related qualities and abilities. We provide equal employment opportunities to all qualified candidates and employees. We examine our unconscious biases and take responsibility for always striving to create an inclusive environment that makes every employee and candidate feel welcome.

We further expect every member of the NLSLA community to do their part to cultivate and maintain an environment where everyone has the opportunity to feel included and is afforded the respect and dignity they deserve.

NLSLA's Commitments

We are committed to fostering a culture of inclusion and belonging within our organization and the communities we serve. We achieve this through:

- **Continuous Learning:** Cultivating cultural competency and humility among staff through ongoing training, open dialogue, and self-reflection.
- **Equitable Practices:** Regularly reviewing and revising policies, procedures, and decision-making processes to ensure fairness and access for all.
- **Strategic Resource Allocation:** Directing resources towards initiatives that empower communities.
- **Meaningful Community Engagement:** Partnering with the communities we serve to co-create solutions and foster trust.
- **A Respectful Workplace:** Providing a work environment free from discrimination and where every individual is valued, heard, and respected for their unique contributions.