



## **Case Manager – Douglas Foundation Community Outreach & Support Program**

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

Neighborhood Legal Services of Los Angeles County (NLSLA) provides free assistance to over 175,000 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 full-time, temporary Case Manager to support a Douglas Foundation-funded initiative focused on expanding access to domestic violence, legal, and social-service resources for low-income community members, including CalWORKs students and families in the Antelope Valley and other targeted Los Angeles County communities. The Case Manager will help develop and implement community-based outreach, workshops, clinics, and referral pathways; provide short-term case management and resource navigation; and work closely with NLSLA social workers, attorneys, advocates, community colleges, and community-based organizations to connect participants to appropriate services. This position requires regular travel to the Antelope Valley to provide services, conduct community outreach, participate in community events, and support workshops and clinics at partner locations.

In this role, you will report to the Supervisor of Social Services. This position is non-exempt and temporary.

#### **What You'll Do**

- Conduct client intakes, screenings, and needs assessments and identify appropriate legal, social-service, public-benefit, domestic violence, housing, and community resources.

- Provide short-term case management, resource navigation, referrals, and follow-up to help clients successfully connect with outside agencies and NLSLA services.
- Assist with planning, coordinating, and staffing Douglas Foundation-funded community workshops, clinics, outreach events, and resource tables.
- Support outreach and recruitment for workshops addressing topics such as domestic violence and healthy relationships, domestic violence restraining orders, housing rights, custody and family-law resources, employment rights, traffic-related legal issues, and other identified community needs.
- Develop and maintain relationships with community colleges, CalWORKs programs, community-based organizations, and other referral partners, with an emphasis on outreach in the Antelope Valley.
- Provide information and referrals to participants before and after workshops and coordinate warm handoffs to NLSLA legal and social services teams when appropriate.
- Assist clients with completing applications, gathering documents, making appointments, and addressing barriers that may prevent successful linkage to services.
- Maintain accurate and timely case notes, outreach records, referral information, service data, attendance records, and other documentation required for program and grant reporting.
- Track participant engagement and follow-up outcomes and assist with compiling information needed to evaluate program reach and services.
- Participate in interdisciplinary case consultation and coordinate with NLSLA social workers, attorneys, advocates, interns, and program staff.
- Provide culturally responsive, trauma-informed, and client-centered support to individuals and families from diverse backgrounds.
- Regular travel to the Antelope Valley is required to conduct outreach, attend community events, facilitate workshops and clinics, meet with community partners, and provide client services. Travel to NLSLA program offices, courthouses, and other locations throughout Los Angeles County may be required.
- Performs other duties as assigned reasonably related to the position and generally within the same level and classification as core responsibilities.
- This position is designated as hybrid. Employees are required to work on-site a minimum of two (2) days per week, with the remaining time eligible for remote work as business needs allow. Specific in-office days may be set by the department or manager to support team collaboration and organizational priorities. Any out-of-state work is prohibited unless prior approval is obtained from HR.

## What You'll Need

- Bachelor's degree in social work, psychology, sociology, human services, or a related field, or equivalent relevant experience providing case management and community-based services.
- Experience providing case management, resource navigation, outreach, or direct services to low-income individuals and families.
- Ability to communicate effectively with clients, community partners, and interdisciplinary teams and to maintain organized, timely documentation.
- Ability to work independently in community settings and collaboratively as part of a legal and social-services team.
- Must be able and willing to regularly travel to the Antelope Valley and other locations throughout Los Angeles County based on program needs.
- 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

- Experience working with survivors of domestic violence, CalWORKs participants, parenting students, community-college populations, or families experiencing barriers to legal and social services.
- Knowledge of Los Angeles County community resources, particularly resources in the Antelope Valley.
- Are bilingual in Spanish, due to the high number of Spanish-speaking residents in the community, or in any of the other Los Angeles threshold languages, which is highly valued in our community outreach efforts.

## 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 Compensation: \$29.67–\$34.07 per hour (equivalent to approximately \$54,000–\$62,000 annually based on a 35-hour work week), depending on experience.**
- **Generous Time Off:** 18 paid holidays, 2 to 5 weeks of vacation depending on seniority, and 12 days of sick leave.

- **Comprehensive Benefits:**
  - o Medical, dental, and vision insurance with a variety of plan options.
  - o Basic Life and AD&D Insurance, Long-Term Disability Insurance.
  - o 403(b) retirement plan and options for voluntary contributions.
  - o Monthly bilingual supplement for qualified employees. Note: Qualified employees with bilingual proficiency are expected to provide in-language assistance when feasible to support language access and in furtherance of NLSLA's mission. This expectation applies whether or not the employee receives the bilingual supplement.
- **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!

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### **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.

We will consider for employment all qualified applicants, including those with criminal histories, in a manner consistent with applicable state and local laws, including the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance. Please note that, in limited circumstances, certain convictions may be considered incompatible with the responsibilities of specific roles, particularly where the safety and well-being of vulnerable client populations are a concern.

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### **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.