



Case Manager- Stay Housed LA Program

Change Lives and Transform Communities – Join Our Eviction Defense 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

Stay Housed L.A is a partnership between Los Angeles County, the City of Los Angeles and local community and legal service providers to implement a county-wide Right to Counsel program. Together, we provide the tenants of Los Angeles County with a broad range of legal services from legal information, guidance and resources to direct legal representation in eligible involving court eviction proceedings. The Case Manager will be responsible for working collaboratively with housing attorneys to provide advocacy and support services including assisting with housing searches, applying for rental assistance and other relief, and conducting client interviews and intakes.

In this role, you will report to the Associate Supervising Attorney. This position is non-exempt.

What You'll Do

- Maintain client files and important documents. Prepare documents for clients.

- Maintain regular and meaningful communication with clients, demonstrating empathy, actively listening to their concerns, and working collaboratively with them toward the goal of achieving and maintaining housing stability.
- Collaborate and problem-solve with advocates.
- Communicate and collaborate with community partners to secure resources for clients.
- Prepare applications for rental assistance and other relief.
- Search for suitable housing with clients.
- Assist clients with access to government benefits and referrals as appropriate
- Develop relationships with community partners, such as housing providers, moving companies, and shelters. Conduct information presentations to clients and partners.
- Perform general clerical duties, schedule meetings, and conference calls.
- Perform 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.
- Travel to NLSLA program offices, courthouses, and other locations throughout Los Angeles County may be required.

What You'll Need

- A bachelor's degree.
- Minimum of one (1) year working with community members or a non-profit organization.
- Strong organizational skills.
- Strong listening and communication skills.
- 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

- 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:**
 - 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 with employer contributions and options for voluntary contributions.
 - Monthly bilingual supplement for qualified employees. Demonstration of bilingual proficiency is contingent upon successfully passing a language proficiency examination. Note: Qualified employees with bilingual proficiency are expected to provide in-language assistance when feasible to support language access and further 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.

NLSLA is a unionized workplace. Membership in the union is a condition of employment for this position.

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.

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.

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.