



**POSITION ANNOUNCEMENT:
District Case Worker (Multiple Neighborhoods)**

District Case Worker -- Neighborhoods (Multiple)

The Office of Councilmember Eunisses Hernandez is seeking two **District Case Workers** who will be assigned to one or multiple neighborhoods within the district. They will work closely with the rest of the Field Team and City Hall staff to ensure constituents in the district have their needs met and that district priorities and information about important issues are proactively communicated to constituents.

A District Case Worker serves as a representative to constituents, government agencies, business and local community groups and to resolve district issues and connect residents to resources. The District Case Worker must be proactive and should have strong ties to Council District 1 neighborhoods. The Deputy will assist the Councilmember in providing oversight for the District by ensuring residents receive municipal services, and that any miscellaneous concerns or complaints are properly addressed.

Duties include, but are not limited to:

- Fielding, replying to, and relaying constituent concerns, complaints and ideas to appropriate City Hall staff and City departments to ensure that constituents' needs are met in a timely and satisfactory manner.
- Elevating difficult or complex cases to the appropriate Field or City Hall Staff.
- Liaising with city departments, especially those in Street Services, Street Lighting, Sanitation and LADOT.
- Fielding and relaying funding requests from community groups and liaising with Chiefs of Staff for appropriate review.
- Tracking casework to ensure constituents needs are being met and cases are resolved.
- Working creatively to problem solve on behalf of constituents and identify governmental and nongovernmental solutions to neighborhood concerns.
- Ensure a satisfactory response to constituent inquiries and managing casework in partnership with a team for respective geographic areas, particularly in the areas of public safety and service delivery by Los Angeles City departments.
- Establish and maintain cooperative relationships with other elected officials, government agencies, community based organizations, constituent groups, and business leaders.

The ideal candidate should have experience in the following:



- Fluency in communicating in Spanish, Cantonese and/or Mandarin.
- Demonstrated commitment to social justice and enthusiasm about Councilmember Hernandez's policies, priorities and values.
- Diligence, high ethical standards, focus, flexibility, a capacity for hard work, and a willingness to work closely with multiple team members.
- Compassion, commitment to, and enthusiasm for addressing the concerns and needs of CD1 constituents.
- Deep knowledge of and ties to District 1 is encouraged.
- Must be a team player.

The position is full-time and exempt from Civil Service. Yearly Salary Scale: \$ 61,387.20 - \$70,490.88. Compensation will be based on experience and includes excellent benefits.

In accordance with Los Angeles City Ordinance 187134, candidates must meet the minimum requirement of being fully vaccinated against COVID-19 or receive an exemption and report their vaccination status prior to being hired by the hiring City department. The ordinance is available at https://clkrep.lacity.org/onlinedocs/2021/21-0921_ord_187134_8-24-21.pdf.

If you are interested in applying, please provide a cover letter, resume, and writing sample when completing our online application at bit.ly/EunissesStaff

The City of Los Angeles values diversity, equity, and inclusion in its workforce. We encourage any and all qualified individuals to apply, regardless of their racial or ethnic background, sex, gender identity, or any other protected trait or characteristic.