



WE ARE LOS ANGELES TEAM MANAGER JOB DESCRIPTION

Organizational Mission: Esperanza Community Housing Corporation is a social justice non-profit in South Central Los Angeles that achieves long-term, comprehensive community development. We recognize that Indigenous, Black, and Latino immigrant communities are disproportionately impacted by historical oppression, health disparities, disinvestment, and displacement. Therefore, we develop and preserve affordable housing; elevate health equity and access to care; mobilize for environmental justice; create and protect local economic opportunities; expand engagement in arts and culture; and advocate for policies protecting human rights. Esperanza works collaboratively to strengthen South Los Angeles. In all of our actions, Esperanza builds hope with the community.

Position Purpose: The We Are LA Team Manager aids LA's most at-risk tenants by preventing evictions, combatting homelessness, and ensuring they have access to essential public benefits, programs, services and resources they're entitled to but may not be aware of. The We Are LA Team Manager works closely to supervise a growing team of Community Support Contractors at Esperanza Community Housing and the "We Are Los Angeles" Coalition, to facilitate access to services like CALFresh, MediCal, Section 8, and more, all while providing compassionate assessment and guidance. This position involves supervising Contractors who hold one-on-one interactions including appointments and walk-ins, data collection, entry, and reporting, and assisting tenants in responding to eviction notices. Join us in bridging the gap between available resources and those who need them most, to make a tangible difference in our community of South Los Angeles.

Key Responsibilities:

- Supervise a growing team of Community Support Contractors as part of the We Are LA program.
- Conduct administrative management of We Are LA Community Support Team.
- Ensure quality control of interactions between the We Are LA Community Support Contractors and community members.
- Engage directly with community members to assure the provision of essential resources, and full access to public benefits and vital programs/services which they're entitled to but may not be aware of.
- Collaborate closely with Esperanza's Promotoras de Salud (Community Health Workers) to amplify our community impact.
- Provide linkages to various agencies and service hubs throughout Los Angeles to meet community needs efficiently.
- Utilize platforms, including myturn.ca.gov (for vaccination registration), Imagine LA, and others, to streamline service enrollment and benefit access.
- Provide weekly team updates to Esperanza supervisor and We Are LA Coalition.
- Facilitate interactions between We Are LA Community Support Contractors and Esperanza's Office of Finance.

Qualifications and Requirements:

- Education: High school graduate (or combination of training and experience).
- 1-3 years of team management experience.
- Bilingual in English and Spanish strongly preferred.
- Commitment to Esperanza's mission, principles, and goals with a racial and social justice lens.
- Computer literacy and familiarity with MS Office, MS Teams, Zoom, Google Suite, electronic medical records, and statistical analysis software.

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- Excellent interpersonal, teamwork, detail-oriented, follow-through, and verbal and written communication skills.
- Willingness to serve persons with limited access to healthcare and from different cultures.

Supervision/Accountability: The We Are LA Team Manager works under the direction of the Director of Health Programs and directly supervises a team of Community Support Contractors as part of the We Are LA program.

Physical demands:

- Ability to lift/move up to 35 pounds, for example, files and promotional materials.
- Ability to travel for in-person meetings and events in South Los Angeles.

Employment Type and Term: The We Are LA Team Manager is a temporary, hourly / non-exempt, contract position of between 30-40 hours per week depending on the needs of the program. Esperanza Community Housing offers benefits that include: unemployment, sick time and workers compensation insurance. As a temporary position, the position will not be eligible for any other benefits including, but not limited to, medical insurance, paid time off or paid holidays.

Term: The position shall be from March 2024 to December 31, 2024.

Compensation: For the complete, satisfactory, and timely performance of services, the We Are LA Team Manager will be paid \$30.00 per hour. Mileage related to travel and project-related supplies will be reimbursed at a rate of \$10.00/day with a limit of \$50.00 per week. Data will be reimbursed at a rate of \$6.00 per day with a limit of \$30.00 per week.

To Apply: Please express your interest in this opportunity via email to HR@esperanzacommunityhousing.org with a subject line: **We Are LA Team Manager**. For more information, please call (310) 878-7082.

Esperanza Community Housing is an affirmative action, equal opportunity employer and encourages applications from all qualified candidates regardless of race, color, ethnicity, age, gender, sexual orientation, marital or parental status, religion, disability, or any other status protected by laws or regulations. We work to ensure fair treatment of applicants and employees and actively enforce zero-tolerance policies against discrimination and harassment. Women, people of color, and South Los Angeles residents are strongly encouraged to apply.

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