LEGAL SERVICES of NORTHERN CALIFORNIA

JOB ANNOUNCEMENT
(Please Post)

Director of Compliance and Operations
Full-Time/Permanent

To Apply: Please send cover letter describing interest in the position, résumé, and three professional references (including name, title, telephone number and email) to:

Julie Aguilar Rogado, Executive Director
Legal Services of Northern California
517 12th Street
Sacramento, CA 95814
jaguilar@lsnc.net
If sending your application via email, please attach materials as a single PDF.

Priority Application Deadline: November 27, 2026

Preferred Start Date: December 16, 2026

Location: Sacramento preferred (any LSNC field office)

Founded in 1956, Legal Services of Northern California (LSNC) provides high quality civil legal services to low income individuals, older adults, and persons with disabilities in 23 northern California counties. LSNC has eight field offices and several special projects, some with expanded geographic service areas.

About the Opportunity
LSNC seeks a Director of Compliance and Operations to join the executive office program management directors to provide broad programwide support to advance the organization's anti-poverty mission. Under the supervision of the Executive Director, the Director of Compliance and Operations will direct, administer and supervise internal program operations in service delivery and case handling, ensure compliance with obligations under funder agreements, local, state and federal law, professional responsibility rules, and develop and sustain the quality of program services.

Responsibilities
- Review and ensure program compliance with statutory and regulatory rules and obligations (including compliance with Legal Services Corporation regulations and State Bar of California rules and grantee guidelines);
- With the Director of Community Lawyering, Communications and Development Manager and Pro Bono Manager engage LSNC staff members to participate in community engagement and relationship-building;

- In coordination with the Directing Attorneys, engage current and potential funders, as appropriate develop proposals and applications for funding, maintaining oversight of management and reporting on select grants;
- Under the leadership of the Director of Community Lawyering, assist with program recruitment, retention and staff development;
- Design and implement program policies and protocols on case handling;
- Under the direction of the Director of Advocacy and Litigation, provide leadership on program-wide advocacy initiatives;
- Establish and implement quality control and case review protocols;
- Design and implement administrative and operational systems for the program;
- Act as liaison between assigned field offices and projects and the executive office units, providing support to the Managing Attorneys and staying informed about the activities and needs of the assigned offices and projects;
- Assist in preparation for major funder site visits, including document compilation, communication to staff, and scheduling and coordination of funder-staff engagement;
- With the Directors of Advocacy and Litigation and Community Lawyering, process, evaluate and respond to complaints from clients and the public, in accordance with LSNC Policies;
- As assigned by the Executive Director, engage with LSC and the State Bar on grantee matters and other matters related to civil legal services delivery, including workgroups on matters related to application, reporting and oversight;
- With the Human Resources Manager, supervise the collection and record keeping related to annual form collection for grant and legal compliance;
- With the Human Resources Manager, develop and deliver annual workplace violence prevention training, supervise and audit recordkeeping;
- Working with the Human Resources Manager, Managing Attorneys and other supervisors, ensure the annual completion of employee performance evaluations and appropriate documentation;
- Working with the Human Resources Manager and Director of Finance, ensure compliance with local state and federal requirements for personnel recordkeeping;
- Oversee LSNC's internal and external law school loan repayment assistance programs, ensuring compliance with funder guidelines and supervising administration of the program;
- In collaboration with the Director of Advocacy and Litigation, develop and implement professional ethics training, including State Bar of California required Minimum Continuing Legal Education (MCLE) training on ethics and civility;
- Advise staff members on matters of professional ethics and, under the supervision of the Executive Director, address ethics complaints;
- Frequent travel to all LSNC field offices and such other duties as may be assigned by the Executive Director.

Qualifications

- Member in good standing of the State Bar of California. Legal practice serving low-income and diverse communities, including rural populations. Five years experience in legal practice in state and federal courts and administrative advocacy, with significant experience in LSNC's primary practice areas.
- Five (5) years management experience in public interest/legal services organizations. Significant management experience in Legal Services Corporation (LSC) - funded organizations highly preferred.

- Extensive community legal education and outreach experience on topics relevant to low-income and other vulnerable communities.
- Experience with grant coordination and management, including grant term compliance.
- Knowledge of state and federal employment and benefits law.
- Exceptional verbal and written communication skills.
- Proficiency with Microsoft and Google applications, and web-based case management systems, including experience with data reporting;
- Demonstrated commitment to social justice and advancing equity, along with a practice of advancing principles of equity, diversity and inclusion within the workplace.
- Enthusiasm to support the pursuit of LSNC's anti-poverty mission.
- Strong ability to multitask and prioritize various projects and deadlines.
- Ability and eagerness to collaborate and work well across programs and teams.
- Excellent judgment and discretion and knowledge of professional ethics, along with interpersonal, management, and organizational skills that earn respect both internally and with external partners.
- High emotional intelligence and cultural competency, which includes being cognizant of bias, compassionate, receptive to input from others, and open to ongoing learning and growth.
- Ability to work occasionally on evenings and weekends. Reliable transportation and the ability to travel frequently to LSNC offices.

Salary: $11,923 (Step 1) to $14,299 (Step 10) per month, DOE
See LSNC's Policy on Salary Scales and Scale Placement at www.lsnc.net/jobs

Benefits: LSNC offers a variety of benefits including employer paid health coverage for the employee, a 401(k) plan with an escalating employer match and assistance with law school loan repayment.

LSNC provides a bilingual bonus for employees who speak a second language, other than English, commonly spoken by clients when the second language is used on the job for which the person is employed.

LSNC IS AN EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER THAT VALUES THE DIVERSITY OF ITS STAFF AND SEEKS TO FOSTER A CULTURE OF INCLUSIVITY AND BELONGING. LSNC ENCOURAGES WOMEN, NON-BINARY AND TRANSGENDER PEOPLE, PEOPLE OF COLOR, PEOPLE WITH DISABILITIES, OLDER PEOPLE, AND LESBIAN, GAY, BISEXUAL, PANSEXUAL AND QUEER PEOPLE TO APPLY.