



JOB ANNOUNCEMENT

(Please Post)

Intake Specialist (Expanded Access Project)

Sacramento or Vallejo, California

Full-Time

Permanent

POSITION: Intake Specialist

TO APPLY: Send cover letter describing interest in the position, résumé, and three professional references (including name, title, telephone number and email) to:

Charlyn De Witt, Managing Attorney
Legal Services of Northern California
515 12th Street
Sacramento, CA 95814
cdewitt@lsnc.net

If sending application via email, please attach materials as a single PDF.

APPLICATION DEADLINE: May 31, 2024

START DATE: July 1, 2024

ORGANIZATION DESCRIPTION:

Founded in 1956, Legal Services of Northern California (LSNC) provides high quality civil legal assistance to people with low income, older adults and persons with disabilities in more than 23 northern California counties. LSNC has eight field offices and several special projects. The Expanded Access Project assists people who have barriers – such as work, school, disabilities or childcare – to accessing LSNC’s services during traditional client intake hours.

RESPONSIBILITIES:

Under the supervision of the managing attorney of the Expanded Access Project, the intake specialist will conduct intake interviews in person and via telephone with prospective clients, provide legal information and referral assistance and, with guidance from attorneys, convey legal advice and provide legal assistance on a range of civil legal matters including employment, criminal record expungement, naturalization/immigration, public benefits, healthcare access, housing and issues affecting older adults. The

work hours for this position begin and end later than other support clerk positions (ending no later than 6:30 p.m.) and may include occasional weekend work. Occasional travel is required within LSNC's service area.

QUALIFICATIONS

KNOWLEDGE/SKILLS:

Knowledge of poverty law, interviewing techniques, computer research methods, community resources, and counseling methods. Excellent reading and comprehension skills; strong oral and written communication skills; ability to analyze, develop and implement work plans; ability to work independently and accept supervision; ability to use the phone in a professional and courteous manner; ability to take notes and document activities in an organized manner; ability to relate to and communicate with the client community and community organizations; to have good listening skills and make the client feel at ease during the interview; ability to evaluate, assess, and make proper referrals.

EDUCATION/EXPERIENCE:

Two (2) years of college education, or two (2) years prior significant experience providing direct service to low-income persons or other underserved communities. An ability to relate to the client community and communicate with clients; bilingual in English and another language commonly spoken in our client communities preferred but not required.

SALARY: \$4,000 (Step 1) to \$5,653 (Step 15) per month DOE
See LSNC's Policy on Salary Scales and Scale Placement at www.lsn.net/jobs

BENEFITS: Legal Services of Northern California offers an excellent fringe benefit plan.

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 AND ENCOURAGES WOMEN, PEOPLE OF COLOR, PEOPLE WITH DISABILITIES, OLDER PEOPLE, AND LESBIAN, GAY, BISEXUAL, AND TRANSGENDER PEOPLE TO APPLY.