



Job Announcement
(Please Post)

Intake Specialist (Contract) - Sacramento

Position: Intake Specialist (2-16 years' experience)

To Apply: Send résumé, cover letter, and three professional references to:

Liza Thantranon, Regional Counsel
LThantranon@LSNC.net

Application Deadline: Open Until Filled

Start Date: July 7, 2022

PROGRAM DESCRIPTION:

Founded in 1956, Legal Services of Northern California (LSNC) provides high quality civil legal assistance to the poor, elderly, and people with disabilities in 23 northern California counties and health consumers in 32 counties.

RESPONSIBILITIES:

This position is located in Sacramento. The intake specialist will provide assistance to clients in all counties served by the health grants. The position requires work during weekday evenings and on weekends. Under the supervision of the health Regional Counsel, the intake specialist will conduct intake by phone and in person with prospective clients and provide limited legal information and referral assistance to the public.

DUTIES:

1. Determine client/applicant's eligibility by phone or in person.
2. Correctly fill out intake and information sheets.
3. Determine the nature of the client's problem, conduct appropriate research or factual investigation and consult with/report findings to the appropriate attorney.
4. Convey attorneys' advice to both telephone and walk-in clients.
5. Schedule interview and clinic appointments.
6. Evaluate appropriateness of referral agencies and groups.
7. Provide clients with proper referrals to volunteer attorneys, community groups, advice letters and self-help packets, and other appropriate resources.

Executive Office:
517 12th Street
Sacramento, CA 95814
P: 916.551.2150
F: 916.551.2195
www.lsnc.net

8. Screen calls for significant issues.
9. Maintain an adequate supply of self-help packets, meet regularly with project staff and provide feedback to units so as to ensure that self-help packets are up-to-date, and that all areas of relevant law are addressed.
10. Participate in case reviews and staff meetings with advocacy staff.
11. Prepare routine correspondence.
12. Under supervision of an attorney, provide legal assistance and advocacy for individual and group clients.
13. Conduct legal education presentations to members of the community.
14. Serve on LSNC committees, where appropriate.
15. Attend appropriate training sessions and seminars.
16. Perform additional duties as assigned consistent with qualifications.

QUALIFICATIONS CRITERIA:

1. **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.
2. **Experience/Education:** Two years of college education, or two years prior direct significant experience providing direct service to low-income persons or other underserved communities.
3. **Language:** 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 RANGE: \$3,334 to \$4,078 per month DOE

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.