



## JOB ANNOUNCEMENT

### Eviction Defense Project Intake Specialist

- Position:** Intake Specialist for Eviction Defense Project
- Location:** Solano County Office, Vallejo, CA
- Application Deadline:** October 29, 2021
- Start Date:** December 1, 2021
- To Apply:** Address résumé, three (3) references with telephone numbers and a cover letter describing your interest in the position and qualifications to:

Lauren Carden, Managing Attorney  
Legal Services of Northern California  
517 12<sup>th</sup> Street  
Sacramento, CA 95814

**Or, send via email to:** [abattaglia@lsnc.net](mailto:abattaglia@lsnc.net)  
*Please use the subject line: **Eviction Defense Project Intake Specialist***

### Program Description:

Founded in 1956, Legal Services of Northern California (LSNC) provides high quality civil legal assistance to the poor, seniors, and persons with disabilities in more than 23 northern California counties. Funded in part by the federal Legal Services Corporation, LSNC has eight field offices and a number of special projects, including a pension assistance project and a health insurance counseling and advocacy program for Medicare beneficiaries. The mission of LSNC is “to empower the poor to identify and defeat the causes and effects of poverty within their communities.”

LSNC’s program-wide eviction defense project provides representation in eviction lawsuits (unlawful detainers cases) and other housing matters throughout LSNC’s 23 county service area. The eviction defense project seeks to prevent homelessness and displacement of lower income individuals and families, particularly within communities of color, through eviction defense and appeals, community legal education, and impact litigation and advocacy.

Executive Office:  
517 12th Street  
Sacramento, CA 95814  
P: 916.551.2150  
F: 916.551.2195  
[www.lsnc.net](http://www.lsnc.net)

## **Responsibilities:**

Under the supervision of the managing attorney, the intake specialist will conduct intake by phone, video conference and in person with prospective clients, and provide limited legal information and referral assistance to the public. Occasional travel within LSNC's service area will be required. The position also includes administrative support to project attorneys. LSNC will provide the intake specialist training on all responsibilities, which include:

1. Interact with applicants and clients on the phone, over e-mail, and in person.
2. Determine client/applicant's eligibility by phone or in person.
3. Accurately enter clients' eligibility and factual information into case management system.
4. Determine the nature of the client's problem, conduct appropriate research or factual investigation and consult with/report findings to the appropriate attorney.
5. Convey attorneys' advice to clients over the phone and in-person.
6. Schedule interview and clinic appointments.
7. Provide clients with proper referrals to volunteer attorneys, community groups, advice letters and self-help packets, and other appropriate resources.
8. Maintain an adequate supply of self-help packets, meet regularly with project staff and provide feedback to the managing attorney to ensure that self-help packets are up-to-date, and that all areas of relevant law are addressed.
9. Photocopy, collate, scan, and related functions, including the reproduction of self-help packets, outreach materials, and office forms.
10. Perform data entry and retrieval, including but not limited to running data reports.
11. Participate in case reviews and staff meetings with advocacy staff.
12. Prepare routine correspondence.
13. Under the supervision of an attorney, provide legal assistance and advocacy for clients.
14. Under the supervision of an attorney, edit and prepare legal documents in conformance with applicable court rules.
15. Pick-up, sorting and distribution of incoming and outgoing mail, express/parcel shipments, and daily outgoing mail drop.
16. Maintain postage meter, photocopier, fax machine, and other office equipment.
17. Format and file court papers and serve process.
18. Maintain litigation and discovery files, chronological files, and administrative files.
19. Serve on LSNC committees, where appropriate.
20. Attend appropriate training sessions and seminars.
21. Perform additional administrative duties as assigned consistent with qualifications.

**Knowledge/Skills:** General knowledge of 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 accurately record data in an online case management system; ability to relate to and communicate with the client community and community organizations; good listening skills and ability to make clients feel at ease during interviews; ability to evaluate, assess, and make proper referrals.

General knowledge of poverty law and/or landlord-tenant law preferred, but not required.

**Experience and**

**Education:** Two years of college education, or two years prior significant experience providing direct service to low-income persons or other underserved communities.

**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:** \$3,334 to \$4,078 per month DOE

**Benefits:** Legal Services of Northern California offers an excellent fringe benefits 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.**