



## **Job Announcement**

(Please Post)

### **Intake Specialist - Contract**

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

**To Apply:** Send résumé and cover letter to:

Liza Thantranon, Regional Counsel  
Legal Services of Northern California  
515 12<sup>th</sup> Street, Sacramento, CA 95814

#### **Application**

**Deadline:** Open Until Filled

**Start Date:** March 1, 2020

**Program Description:** Founded in 1956, Legal Services of Northern California (LSNC) provides high quality legal assistance to low income, older people and people with disabilities in 23 northern California counties. LSNC has 8 field offices and a number of special projects. The Sacramento County office provides information, advice and representation to health care consumers in Sacramento and nine other California counties, assisting clients with access to health insurance coverage, providers and culturally competent care. The Sacramento Office also provides information, advice and representation to low income Sacramento County clients with housing, public benefits, and civil rights issues.

**Responsibilities:** This position is located in the Sacramento County office, but will provide support 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 managing attorney, 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.

1. Determine client/applicant's eligibility by phone or in person.
2. Correctly fill out intake and information sheets.

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

A Legal Services Corporation Program



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.
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. Under the direction of the managing attorneys, to recruit, train and supervise volunteer students to assist in various stages of the intake process for the projects.
14. Perform additional duties as assigned consistent with qualifications

**QUALIFICATION CRITERIA:**

**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.

**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.

**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:** \$2,444 to \$3,643 DOE.

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

**PROBATIONARY**

**PERIOD:** N/A for contract position.

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.**