

Job Announcement
(Please Post)

Intake Specialist - Contract
(Expanded Access Project and Health Law Project)

Position: Intake Specialist (2-10 years experience)

To Apply: Send résumé and cover letter to:

Liza Thantranon
Managing Attorney – Health Law Project
515 12th Street
Sacramento, CA 95814

**Application
Deadline:** July 31, 2018

Start Date: To Be Determined

Salary Range: \$2,314 - \$3,010 monthly, D.O.E.

Application Deadline: Continuous recruitment until position filled

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, including the Health Law project and Expanded Access project. The Health Law project provides information, advice and representation to health care consumer in 32 counties, assisting clients to access health insurance coverage, access to providers and culturally competent care. The Expanded Access project provides legal services targeted to people who have difficulty accessing legal services during ordinary business hours. The Expanded Access project assists clients through evening appointments and clinics offered on weekends and during weekday evenings.

Responsibilities: This position is located in the Sacramento County office, but will provide services to clients in all counties served by the Health and Expanded Access projects. The position requires work during weekday evenings and on weekends. Under the supervision of the managing attorneys of the Health and Expanded Access projects, 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.

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: \$2,328 to \$3,010 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.