



Job Announcement

(Please Post)

Intake Specialist (Contract)

Positions: Intake Specialist

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

Sarah Fielding
Legal Services of Northern California
1370 West Street, Redding, CA 96001
sfielding@lsnc.net

Application

Deadline: Open Until Filled

Start Date: September 1, 2022

Program Description: Founded in 1956, Legal Services of Northern California (LSNC) provides high quality legal assistance to low income individuals, older adults and people with disabilities in 23 northern California counties. LSNC has eight field offices and a number of special projects. The Shasta Regional Office, located in Redding, provides information, education, advice and representation to individuals with housing, public benefits, health access, and civil rights issues in Modoc, Lassen, Shasta, Siskiyou, and Tehama counties. The office is specially funded to provide legal information and assistance to people older than 60 on a variety of civil legal matters.

Responsibilities: 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 on a range of civil legal matters including public benefits, healthcare access, housing and various legal issues affecting older adults.

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 information into a 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. Under the supervision of an attorney, convey legal assistance and advice to both telephone and walk-in clients.
6. Schedule interview, clinic, and outreach appointments.
7. Evaluate appropriateness of referral agencies and groups.
8. Provide clients with proper referrals to volunteer attorneys, community groups, advice letters and self-help packets, and other appropriate resources.
9. Screen calls for significant systemic issues.
10. Participate in case reviews and staff meetings with LSNC advocacy staff.
11. Prepare routine and special correspondence.

12. Under the supervision of an attorney, edit and prepare legal documents in conformance with applicable court rules and/or applicable regulations.
13. Under the direction of the managing attorney, help recruit, train and coordinate volunteers to assist in various stages of the office intake process.
14. Coordinate and conduct legal education presentations, legal clinics, and other outreach efforts that target vulnerable older adults and low-income community members.
15. Serve on LSNC committees, where appropriate.
16. Attend appropriate training sessions and seminars.
17. Perform additional duties as assigned consistent with qualifications.

QUALIFICATION CRITERIA:

Knowledge/Skills: Interest/experience serving older adults and addressing poverty law, strong interviewing techniques, confident computer research methods, familiarity with 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 work under pressure; ability and desire to work with/for older adults and low-income individuals, ability to empathize with the client community and community organizations; good listening skills and ability to make clients feel at ease during all interactions; ability to evaluate, assess, and make proper referrals.

Experience and Education: Two years of college education, or two years of prior significant experience providing direct services to older adults, low-income individuals 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: \$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.