



Job Announcement

(Please Post)

Intake Specialist/Paralegal (Full Time - Contract)

Eviction Defense Project
(Contract - Sacramento, CA)

Positions: Intake Specialist/Paralegal (full time)

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

Sarah Steinheimer, Regional Counsel
Legal Services of Northern California
517 12th Street
Sacramento, CA 95814
ssteinheimer@lsnc.net

If submitting materials electronically, please send as a single PDF attachment.

Application

Deadline: March 31, 2023

Start Date: April 17, 2023

Program Description: Founded in 1956, Legal Services of Northern California (LSNC) provides high quality legal assistance to people with low income, older adults and people with disabilities in 23 northern California counties. LSNC has 8 field offices and several special projects, including the Eviction Defense Project, which provides direct representation to tenants facing eviction and assists with related housing matters.

Responsibilities: Under the supervision of the managing attorney, intake specialists and paralegals 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, issues affecting older adults and other civil legal matters. The Eviction Defense Project intake specialist or paralegal will mostly conduct intake on housing matters. Specific responsibilities 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 the case management system.
4. Determine the nature of the client's problem, conduct appropriate research or factual investigation, collect and organize client documents, and consult with/report findings to the appropriate attorney.
5. Convey attorneys' advice to both telephone and walk-in clients.
6. Schedule interview and client meeting 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 issues.
10. Participate in case reviews and staff meetings with advocacy staff.
11. Prepare routine correspondence.

12. Under the supervision of an attorney, provide legal assistance and advocacy for individual clients.
13. Under the supervision of an attorney, edit and prepare legal documents in conformance with applicable court rules and/or applicable regulations.
14. 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.
15. Conduct legal education presentations to members of the community both in-person and via videoconference, including occasional travel within LSNC's service area.
16. Serve on LSNC committees, where appropriate.
17. Attend appropriate training sessions and seminars.
18. 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.

Intake Specialist 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.

Paralegal Experience and Education: Qualified paralegal under California Business and Professions Code. Direct experience dealing with issues affecting low-income persons preferred.

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: \$3,451 (Step 1) to \$4,221 (Step 15) per month DOE
See LSNC's Policy on Salary Scales and Scale Placement at lsnc.net

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.