



**Job Announcement**  
(Please Post)

**Intake Specialist/Paralegal (Full-Time)**  
Ukiah Regional Office (Ukiah, CA)

**Position:** Intake Specialist/Paralegal

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

Angélica M. Millán, Managing Attorney  
Legal Services of Northern California  
421 N. Oak St.  
Ukiah, CA 95482  
[amillan@lsnc.net](mailto:amillan@lsnc.net)

*If submitting materials by email, please send one pdf.*

**Application**

**Deadline:** Open until filled, but preference will be given to applications received by March 20, 2023.

**Start Date:** April 1, 2023

**PROGRAM DESCRIPTION:** Founded in 1956, Legal Services of Northern California (LSNC) provides high quality civil legal assistance to low income people, older adults and people with disabilities in 23 northern California counties. LSNC has 8 field offices and several special projects. The Ukiah Regional Office provides information, advice and representation to low-income people, older adults and people with disabilities in Mendocino and Lake Counties.

**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.

**DUTIES:**

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. Correctly fill out intake and information sheets, and accurately enter clients' eligibility and factual information into case management system.

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

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.
6. Schedule interview and clinic 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 supervision of an attorney, provide legal assistance and advocacy for individual and group clients.
13. Under the supervision of an attorney, edit and prepare legal documents in conformance with applicable court rules and/or applicable regulations.
14. Conduct legal education presentations to members of the community including in-person and by videoconference with occasional travel in Mendocino and Lake counties.
15. Serve on LSNC committees, where appropriate.
16. Attend appropriate training sessions and seminars.
17. Perform additional duties as assigned consistent with qualifications.

**QUALIFICATIONS CRITERIA:**

1. **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.
2. **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.
3. **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.**