



Job Announcement Managing Attorney – CLEAR

NJP is seeking qualified candidates to serve as Managing Attorney for CLEAR, its Coordinated Legal Education and Referral (CLEAR) field office.

Northwest Justice Project's Managing Attorneys play a critical role in the statewide delivery of civil legal assistance to low-income communities across Washington State.

The Managing Attorney for the CLEAR unit plays a critical role in the statewide delivery of civil legal assistance to low-income communities across Washington State, managing the unit staffing the statewide centralized intake system. As part of NJP's statewide law firm and in collaboration with other Alliance for Equal Justice legal aid providers, CLEAR brings high-quality civil legal assistance to low-income people across the state through telephonic advice, limited legal assistance, some extended representation services, and referrals to legal services across the state and on a wide variety of substantive legal issues. The CLEAR Managing Attorney reports to the Senior Managing Attorney for Client Access. The CLEAR Managing Attorney represents the office as part of the larger NJP leadership team.

The Managing Attorney provides direct supervision and management of office legal and support staff of the assigned office

RESPONSIBILITIES

The CLEAR Managing Attorney manages the CLEAR Unit, works with the Managing Attorney for the Screening Unit and Senior Managing Attorney for Client Access to manage ongoing enhancement of the statewide intake system, and works with the statewide team of Managing Attorneys, Advocacy Counsel and Pro Bono Coordinator as a critical part of the larger NJP leadership team. Specifically, the CLEAR Managing Attorney responsibilities include:

- Operating CLEAR to ensure that staff act in pursuit of NJP's mission and vision and consistent with NJP policies and procedures.
- With Assistant Managing Attorneys, providing direct supervision of advocate and support staff, implementation of program policy and compliance requirements, and development and maintenance of statewide, client, and Alliance for Equal Justice community relations.
- Engaging with NJP's field offices/units, independent Volunteer Lawyer Programs and other specialized programs to identify client needs and available resources, and to facilitate effective intake, education, legal advice and assistance, and referral of clients across the state.
- Identifying opportunities for ongoing system enhancement of statewide centralized intake system, and working with NJP's leadership team to continuously improve

- centralized intake, including helping to identify and seek opportunities to improve through systems through grants such as LSC Technology Initiative Grants.
- Working to identify and mitigate disparities in CLEAR services or barriers for low-income communities to access legal help, with particular attention to racial equity as outlined in the Race Equity and Justice Initiative.
 - Representing NJP within the national legal aid hotline/intake systems community, including serving as liaison between the community and other members of NJP's leadership team.
 - Ensuring NJP provides the training and resources necessary to support the office and its work.
 - Serving as an advocate for CLEAR staff, client and community needs in the development and implementation of NJP's statewide strategic plans, goals and initiatives.

The Managing Attorney--CLEAR makes attorney hiring recommendations, hires non-attorney staff, and provides ongoing coaching and support to CLEAR staff; takes corrective action to address any performance issues; and, in consultation with the Senior Managing Attorney, Deputy Director, Director of Human Resources Director, and other Senior Management as appropriate under the circumstances, recommends and implements disciplinary decisions, including termination of employment. The Managing Attorney has final authority over the work assignments and performance of non-exempt office staff, staff attorneys, Assistant Managing Attorneys or Lead Attorneys as relevant to the unit. The CLEAR Managing Attorney is expected to support the effective operation of NJP's centralized intake system, including developing familiarity with the phone systems, software, and other programs that NJP uses to process client intakes and cases.

Supervision of Advocate and Support Staff

Communicates clear performance expectations for staff as well as providing necessary support to enable each staff member to meet expectations.

Support staff:

- Works collaboratively to provide basic tools required to perform duties, including identification and support of training needs.
- Performance management: Provides regular, ongoing supervision and informal coaching in addition to participating in NJP's defined performance appraisal process.
- Professional Development:
 - Works collaboratively with support staff to identify opportunities for skill development, leadership opportunities, staff recognition and rewarding achievement.
 - Takes appropriate steps to improve any deficiencies in performance.
 - Makes final hiring decisions

Attorney/Advocacy staff:

- Oversight of Case Management:
 - Supervision of client services/quality control;
 - Compliance requirements.

- Training Needs: Engages with each advocate to identify and support training needs.
- Performance management: Provides regular, individualized, ongoing coaching and conducts NJP's defined performance appraisal process.
- Professional Development:
 - Identifies opportunities for skill and career development, leadership opportunities, staff recognition and rewarding achievement.
 - Makes promotion recommendations regarding Lead Attorneys and/or Assistant Managing Attorneys as relevant within their office/unit.
- In consultation with the Deputy Director and/or Director of Advocacy as appropriate, serves as resource for advocates to problem solve including, but not limited to:
 - Ethical issues;
 - Regulatory Compliance;
 - Quality concerns/malpractice/risk management;
 - Client complaints
 - Conflict resolution

Operational oversight of CLEAR hotline:

- Monitors call flow and coordinates with the Screening Unit Managing attorney on CLEAR hotline capacity, including coordinating on decisions to temporarily close the hotline.
- Makes decisions, in collaboration with other members of NJP's leadership, regarding structure of telephonic and case management systems to support successful operation of CLEAR hotline.
- Identifies barriers to client access and successful operation of the hotline, and works with NJP's management team and staff to develop solutions.

Development, maintenance of Alliance for Equal Justice community relations

- Develops and maintains relationships with Alliance for Equal Justice Partners and NJP field office/statewide units to support effective intake, client education and case referral across the state.
- Identifies, promotes, and provides logistical support for funding opportunities or initiatives to support statewide intake needs, *e.g.* grant proposals, special project needs, fellowship opportunities, private donors, etc.

Engagement in systemic advocacy and with clients and client communities

- Identifies emerging client needs and trends reflected in statewide intake.
- Participates in and supports advocate engagement with NJP's statewide law firm on strategic initiatives to meet client needs, advocacy task forces and other strategic advocacy work groups.
- Responds to client inquiries and, as appropriate, provides or identifies support to advocates on individual cases.

Case Review, Acceptance and Priority Setting

- Manages system for incorporating statewide priorities for advice and referral.
- Supports CLEAR advocates in troubleshooting gaps or issues in case referral or acceptance within NJP.
- Makes caseload capacity and related decision-making, as needed to ensure competent case handling capacity within CLEAR.

Program Policy and General Compliance

Managing Attorney is expected to lead in a manner consistent with/in furtherance of:

- NJP Strategic Plan and other strategic goals and initiatives;
- NJP Hiring Practices;
- Program process related to performance review of office/unit staff;
- Administrative and Accounting Procedures, including Timekeeping and Grant Compliance;
- NJP's Race Equity and Justice Initiatives;
- Personnel Policies;
- Collective Bargaining Agreement;
- NJP Program Policies;
- Caseload guidelines;
- Other program policies and procedures as from time to time established and/or revised by NJP.

Leadership

- Leads CLEAR to ensure high quality services, to create a cohesive work environment, to maintain good morale and to address support needs.
- Participates in development of and implements NJP's Strategic Plan and other initiatives as relevant.
- Communicates staff concerns to Senior Managing Attorney, Human Resources staff or other appropriate members of NJP's Senior Management. Communicates impacts of program policy to Senior Management and related staff needs, accomplishments of team efforts and other staff recognition, etc.
- Advises Senior Management as to policy initiatives, advocates for staff and for client service and community needs, recognizes and rewards innovative solutions and reports as appropriate.
- Participates in and contributes to meetings with Managing Attorneys, Senior Managing Attorney and Senior Management team.

Equity and Inclusion

NJP has an organizational commitment to fight racism and to incorporate equity and inclusion in both the work we do and work environment we create. All staff are expected to uphold this commitment and approach their role with a desire to learn and grow in this area. The Managing Attorney is expected to act as a leader in these efforts with a willingness to identify, address and combat personal and organizational shortcomings.

QUALIFICATIONS:

- Minimum five years' legal experience; litigation experience preferred.
- Familiarity with legal intake systems, including knowledge of or willingness to learn capabilities of telephonic and case management systems used for client intake and case placement. Experience with client/customer service hotlines strongly preferred.
- Knowledge of and understanding of legal aid and other client access needs and systems barriers to client access; ability to identify creative and effective solutions to promote client access to legal services
- Knowledge of at least one of NJP's major practice areas; the willingness to develop familiarity with other major practice areas and to help identify experts inside of and outside of NJP to support CLEAR advocates.
- Prior experience successfully managing or supervising others in a professional environment preferred; experience building a collaborative team and fostering trust among the entire staff and management team preferred.
- Experience in a formal or informal leadership role helpful
- History of successfully mentoring other attorneys and/or law students required.
- Demonstrated experience with data analysis and systems thinking. The ability to identify barriers to the successful operation of the office and to work with the office to develop and implement solutions.
- Commitment to advancing racial equity and experience with incorporating racial equity principles into advocacy and leadership; demonstrated ability to work with people from a variety of backgrounds.
- Appreciation of the differing strengths, skills and styles of those supervised
- Good judgment, ability to handle stress, initiative, and willingness to work as a team
- Possess strong oral and written communication skills
- Demonstrated exceptional relevant work experience as well as a commitment to serving low-income persons
- Willing and able to engage with the communities to be served
- Washington State Bar Association membership in good standing or active license in another state with the ability to obtain WSBA membership by motion is required
- Language proficiency in a language spoken by our client communities, especially Spanish, is a plus.

If unable to meet all criteria, NJP will consider the full breadth of experience in order to determine if an applicant is deemed qualified.

Compensation: Salary is based upon years of relevant experience starting at \$95,000. NJP offers a comprehensive benefits package which includes 100% paid employee health premiums and significant premium shares for family health premiums, as well as generous time off.

To Apply: Submit a letter of interest, current resume and writing sample to Human Resources at attorneyresume@nwjustice.org. Cover letter and email subject line should clearly reference “Managing Attorney – CLEAR”. Cover letter should directly address reason for interest in the position and outline experience mentoring others.

Application Deadline: November 18, 2020.

NJP is committed to a policy of equal opportunity and fosters an environment free of barriers and discriminatory practices. NJP actively promotes mutual respect, acceptance, teamwork and productivity. NJP is committed to maintaining an organization whose staff, Board and clients are diverse in background, experience, race, color, national origin, gender, age, religious reference, marital status, sexual orientation, gender identity, gender expression, sensory, mental or physical abilities, veteran status, and other qualities that strengthen the program while reinforcing its commitment to basic fairness. People of color, people who identify as transgender, lesbian, gay, or bisexual, and those with disabilities are strongly encouraged to apply. Individuals needing a reasonable accommodation for the application or interview process or for more information about the project should contact Human Resources Department by calling (206) 464-1519.