

Neighborhood Legal Clinics (NLC) is a program of the King County Bar Association's (KCBA) Pro Bono Department. KCBA is a membership association whose mission includes mobilizing attorneys to provide pro bono services to low income residents in King County. NLC provides people with the tools, knowledge, and confidence to be their own advocate for justice. The legal system can be intimidating and overwhelming so by providing free, private consultations with volunteer attorneys, the Neighborhood Legal Clinics help members of our community understand their legal rights. As a member of KCBA's NLC program, you will connect clients to a vital legal service.

TO APPLY

Submit a cover letter and resume via email by March 5, 2018 to:

King County Bar Association
ATTN: Human Resources
1200 Fifth Avenue, Suite 700
Seattle, WA 98101
Email: hr@kcba.org

SPECIFIC RESPONSIBILITIES:

Reports to: NLC Program Manager

General Information: This position administers all aspects of the Neighborhood Legal Clinics Intake and Referral Line (I&R) with a focus on recruiting, hiring, and supervising NLC Interns, client management, review and tracking of client paperwork and administrative duties.

Client Management:

- Screen and schedule clients for NLC appointments during phone-line hours
- Resolve client scheduling issues (i.e. reschedule/cancel client appointments as necessary when scheduling conflicts arise, make accommodations for clients with barriers, etc.).
- Maintain and alter messages on Automated Voice Operator system.
- Handle and resolve escalated client calls, track problem clients in LegalServer and excel sheet and create write up.
- Review barred clients annually
- Track volunteer concerns and feedback in an Excel sheet and update more extensive written summaries in Word documents for future reference.
- Work collaboratively with NLC program team.

Recruitment:

- Recruit NLC intake interns/volunteers
- Maintain established partnerships with local community organizations and schools.
- Attend recruitment events and give presentations on internship opportunities.
- Maintain a recruitment calendar including quarterly recruitment emails to partner organizations.
- Interview and hire interns as needed.

Training & Supervision:

- Schedule and manage intern shifts to ensure adequate phone line and administrative coverage.
- Train interns on screening and scheduling clients, program guidelines, and community referral information and/or administrative duties.
- Produce and circulate weekly reminders and training information.
- Closely supervise and monitor interns during phone line hours or administrative hours (provide support and feedback, listen into calls, answer client and program questions).
- Track and correct scheduling and/or paperwork errors.
- Meet monthly with interns to evaluate performance and seek advice on enhancing the intern experience.

Internship Development:

- Update and revise training material as needed.
- Develop and implement ideas and projects to improve the internship position.
- Seek out and develop new partnerships in the community.

Administrative Duties for NLC:

- Monitor the quantity and quality of referrals from NLC to other KCBA Pro Bono Programs and collaborate with PBS staff to revise process as needed.
- Generate reports to track phone line trends and volunteer progress.
- Review, file, and update clinic paperwork.
- Update client no-shows and walk-ins from every clinic and file the clinic intake sheets.
- Hire and schedule interpreters

- Collaborate with other NLC staff to evaluate program needs & trends
 - Collaborate with other NLC staff on strategic planning initiatives
 - Other duties as assigned.
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QUALIFICATIONS:

- Education: BA or equivalent experience
 - Committed to the Neighborhood Legal Clinics' mission of promoting access to equal justice and demonstrated understanding of civil legal aid;
 - Previous experience training and managing staff/volunteers
 - Previous customer service and/or call center experience
 - At least 1 year experience working with low-income communities preferred;
 - At least 1 year experience working with diverse communities (non-white, immigrant, or LGBTQ communities, etc.) preferred;
 - Ability to handle critical, sensitive, or escalated conversations for conflict resolution;
 - Exceptional attention to detail and organizational skills;
 - Ability to problem solve
 - Ability to multitask and work successfully in a fast-paced environment;
 - Excellent communication skills including the ability to respond to clients with patience, objectivity, and a non-judgmental attitude.
 - Strong interpersonal skills, positive attitude, and sense of humor.
 - Computer savvy and proficient in MS-Outlook, Word, and Excel.
 - Preferred bilingual in Spanish
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SCHEDULE, TRAVEL, & SALARY:

This is a non-exempt fulltime position requiring some local travel within King County. Salary range: \$34,000-\$36,000 yearly with excellent benefits including 100% employer-paid healthcare coverage, public transit subsidy and 401K plan with automatic employer contributions after one year's service.

ABOUT THE KING COUNTY BAR ASSOCIATION:

Founded in 1886, KCBA is a membership legal organization with over 5,500 attorney members, 38 staff and an annual budget of \$4,000,000. The Association promotes and supports a diverse and collegial membership; works with the judiciary to achieve excellence, equity, and accessibility in the administration of justice; and benefits the community through public service and engagement in public policy. Learn more at www.kcba.org.

KCBA is an equal opportunity employer and does not discriminate on the basis of race, or, sex, marital status, sexual orientation, gender identity, veteran status, political ideology, age, creed, religion, ancestry, national origin, or presence of a disability.

To Apply: Please electronically submit a cover letter addressing your qualifications for this position, a resume, and three references by 5:00pm Monday March 5, 2018 to: hr@kcba.org.