



Job Announcement Screening Unit Assistant Managing Attorney

The Northwest Justice Project (NJP) is a not-for-profit statewide law firm that pursues its mission of combating injustice, strengthening communities and protecting human dignity through legal representation, community partnerships, and education to promote the long-term well-being of low-income individuals, families, and communities throughout Washington. NJP seeks applications for our Screening Unit Assistant Managing Attorney from qualified attorneys committed to supporting our mission through the work of our Screening Unit. This is a full-time position located in NJP's Seattle office.

Northwest Justice Project's Screening Unit plays a critical role in the statewide delivery of civil legal assistance to low-income communities across Washington State. The Assistant Managing Attorney works directly with the Screening Unit Managing Attorney to provide oversight and supervision of the Screening Unit and supports carrying out the program's vision, mission, Strategic Plan and other initiatives and goals.

The Screening Unit is a central point of entry to legal services available through NJP and other legal service providers across the state. The Screening Unit consists of a team of 10-12 non-attorney intake screeners who handle calls from people seeking legal services to the CLEAR hotline and conduct intake for multiple other projects within NJP. Intake screeners ascertain eligibility for services and the nature of the legal problem, screen for conflicts of interest, open files and record information in NJP's electronic case management system, make referrals in non-priority matters, and carry out other tasks as assigned by the Screener Unit Managing Attorney and Assistant Managing Attorney. The Screening Unit works closely with the Seattle Front Desk to help people navigate legal services.

The Screening Unit Assistant Managing Attorney reports to the Screening Unit Managing Attorney and works very closely with the CLEAR Managing Attorney and the CLEAR Assistant Managing Attorneys. The Screener Unit Assistant Managing Attorney works with the Managing Attorney to directly supervise the non-attorney intake screeners (including two Lead Screeners and one Lead Trainer) and the Seattle Front Desk Supervisor.

The Assistant Managing Attorney makes hiring recommendations; provides ongoing coaching and support to their assigned staff; takes corrective action to address any performance issues; and, in consultation with the Managing Attorney, Client Access Senior Managing Attorney, Human Resources Director, and Senior Management as appropriate under the circumstances, recommends and implements disciplinary decisions, including termination of employment.

Duties include but are not limited to:

- Work closely with the Managing Attorney to ensure effective client access to NJP's centralized statewide intake system and work closely with the Client Access Senior Managing Attorney and staff across NJP to identify and reduce access barriers.
- Work closely with the Managing Attorney, Lead Screeners, and Lead Trainer, to ensure smooth operation of intake in the Screening Unit.
- Work closely with the Seattle Front Desk Supervisor to ensure support smooth operations.
- Work with the Managing Attorney and Lead Screeners to develop and implement training for intake screeners both at initial hire and on an ongoing basis.
- Communicates clear performance expectations for all unit staff as well as providing necessary support to enable staff to meet expectations.
- Works collaboratively to provide basic tools required to perform duties, including identification and support of training needs.
- Provides regular, ongoing supervision and informal coaching in addition to participating in NJP's defined performance appraisal process.
- Works collaboratively to identify opportunities for skill development, leadership opportunities, staff recognition and rewarding achievement.
- Takes appropriate steps to improve any deficiencies in performance.
- Review, in coordination with the Managing Attorney and Lead Screeners, all case notes of new screeners.
- Work with Managing Attorney to oversee implementation of NJP eligibility and case priority assessments by the non-lawyer screeners at intake stage.
- Review information on callers who screeners determine to be outside of NJP case acceptance guidelines and follow up as needed to provide referrals, publications and/or brief legal advice.
- Answer questions during intake from Lead Screeners regarding priorities, types of legal issues and other eligibility rules.
- Manage calls where the caller has requested to speak to a supervisor or when a screener requests that a call be handled by a supervisor.
- Handle calls where a caller has a non-priority issue but has an emergency (hearing or deadline within one week) on a case-by-case basis.
- Determine whether a conflict of interest exists in cases identified by the screeners and make arrangements for alternative assistance where a conflict is exists.
- Assure compliance with policies of the Northwest Justice Project, Legal Services Corporation, Office of Civil Legal Aid, Rules of Professional Conduct and other requirements as applicable.
- Provide coverage for the Lead Screeners where and when needed to ensure smooth operation of the Screening Unit.

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.

Qualifications:

- 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
- General knowledge of areas of law most frequently handled by NJP (housing, family, consumer/debt, public benefits), and ability to learn new areas of law.
- Experience in supervision of staff
- Familiarity with Rules of Professional Conduct especially relating to conflicts of interest
- Familiarity with the civil legal aid delivery system in Washington State
- Ability and willingness to provide constructive feedback in a positive way
- Familiarity with office computer applications including Outlook, Word, Excel and Legal Server as well as interest and ability to learn new software such as required by the call center
- Appreciation of the differing strengths, skills and styles of screeners
- Ability and willingness to juggle multiple tasks
- Good judgment, ability to handle stress, initiative, and willingness to work as a team
- Commitment to advancing racial equity and experience with incorporating racial equity principles into advocacy or management.

Salary Range: Specific salary will be based upon relevant experience, beginning at \$75,000 annually

Application Deadline: March 20, 2020

TO APPLY: Submit a letter of interest, current resume and writing sample to Victoria Hester at attorneyresume@nwjustice.org. Cover letter and email subject line should clearly reference "Assistant Managing Attorney – Screening Unit" Cover letter should directly address reason for interest in the position and outline experience mentoring others.

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 Victoria Hester at (206) 707-0998.