



Northwest Justice Project

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Executive Director

Job Announcement Temporary Telephone Intake Screeners Three Vacancies (One - 1.0 FTE and Two - 0.6 FTE)

The Northwest Justice Project (NJP) is a not-for profit law firm that serves Washington State's low-income and senior populations. NJP has received one-time funding from Legal Services Corporation (LSC) to expand its capacity to serve the expected increase in need for our services arising out of the COVID-19 emergency. As a result, NJP will add three temporary Intake Screeners to the statewide civil legal services hotline for low-income people and seniors. The anticipated employment duration of these positions is July 1, 2020 – December 31, 2020. These positions will be located in NJP's Seattle office, but may also include remote work as required by the changing needs of the COVID crisis.

Duties include:

- Interview callers who are seeking help with a legal problem;
- Enter caller's financial and personal information into a computerized case management system while speaking with caller;
- Determine caller's financial eligibility for service and inform caller whether eligible or not;
- Identify potential conflict of interest between caller and existing clients that should be reviewed by a supervising attorney;
- Identify callers with high-priority issues to direct to CLEAR advocate for legal advice and possible referrals;
- Code cases into type of legal problem(s) presented
- Work with CLEAR advocates and other staff to assure high quality service to callers;
- Carry out clerical and other miscellaneous tasks as assigned.
- General office duties as assigned (e.g., letters, brochures, flyers, faxes, copying, courthouse runs, etc.)

Qualifications:

- Technologically independent: possess dependable computer skills in word processing, including proficient and accurate typing.

- Comfortable with telephone communication, especially with callers who may be in crisis.
- Ability to convey patience and objectivity with a nonjudgmental attitude yet control interview.
- Ability to gather and key in information simultaneously, taking clear and accurate notes.
- Attention to detail and good organizational skills.
- Good interpersonal skills, positive attitude, and respect for co-workers and clients.
- Ability to troubleshoot issues as they arise.
- Quick learner; ability to work in time-pressured environment.
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Education and Experience:

- Familiarity with legal terminology and concepts preferred.
- Experience working with low-income clients or in a legal setting is preferred.
- Spanish language proficiency a plus.
- Associate's degree or equivalent preferred

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.

SALARY Range: Salary is based on experience. This is a non-exempt position with a minimum starting rate of \$23.21 per hour. 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.

Hours of Work

Part-time positions: Monday through Friday; 9:00 a.m. to 1:15 p.m.

Fulltime positions: Typical working hours are Monday through Friday, 9:00 a.m. – 5:00 p.m., but may vary based on business needs.

APPLICATIONS: Email Cover letter and resume to Victoria Hester at resume@nwjustice.org. Indicate in subject line position of interest and if part-time, full-time or either are preferred. For example: "Full-time Screener". Cover letter should include description of any past experience and competence, personal or professional, working with low income or other marginalized communities. Include any proficiency in languages other than English on the resume.

Application Deadline: Applications will be considered as they are received and until the positions are filled.

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.