

JOB ANNOUNCEMENT

Legal Intake & Referral Specialist (Santa Cruz)

Full Time: 30-36 hrs a week (negotiable)
Reports to: Executive Director & Supervising Attorneys
Bargaining Unit: No
FLSA: Nonexempt



**Defending the Rights of the Elderly
of Santa Cruz and San Benito Counties**

Position Summary

The Legal Intake & Referral Specialist is the first line of contact for our professional, non-profit law office. The position requires excellent communication skills as our Intake Specialist is critical to helping our clients obtain either our important free legal services or an effective referral to another community service. This position upholds a strict level of organization, communication, confidentiality and professionalism. Entry level receptionist accepted, will be trained.

Primary Responsibilities

- Be professional point of contact for SLS; handle our 3CX remote phone system.
- Greets and manages walk in clients;
- Conduct legal intake of all new clients and ensure integrity of organization's client data management system;
- Provides community and legal referrals and general information;
- Develop and maintain professional relationship with internal and external stakeholders, other senior providers and community organizations;
- Manage an active calendar of appointments;
- Establishes office procedures, manages office supplies and office equipment maintenance;
- Handles some office finance and communication with bookkeeper, including logging all incoming donations;
- opens, stamps and routes mail;
- Provide administrative and management support on special projects and day-to-day operations;
- Provide meeting and event support: proactively prepare agendas and meeting materials, record meeting minutes, and coordinate meeting and event logistics;
- Coordinate internal and external executive conference calls, meetings, trainings and events;
- Works with HR staff and Program/Practice Directors to manage the organizational calendar;
- Handles confidential and non-routine information and facilitates efficient and meaningful communication between appropriate people and organizational teams on an ongoing basis;
- Provide input on ways to improve structures, efficiency and overall progress of organization;
- Coordinates with Senior Staff and Directors to ensure attendance at partner/funder events.

Competencies and Qualifications

- Bilingual, fluency both writing and speaking English/Spanish is preferred;
- Must possess strong communication skills;
- Must be computer literate (word processing, Excel, etc.);
- Must be detail oriented and be able to handle multiple tasks independently; and
- Must be comfortable working with elderly clients and clients in crisis.
- Time management and organizational skills
- Positive, professional, respectful and effective communication skills with diverse community populations
- Commitment to maintain the highest level of integrity and trust for the organization
- Demonstrated commitment to diversity within the office

Compensation

Salary is competitive and commensurate with experience. We provide a generous benefits package, including health insurance, leave policies, vacation, employer matched Simple-IRA and mid-December holiday office closure.

To Apply

Review of applications will begin immediately and continue until the position is filled. Applicants are encouraged to apply as soon as possible. Submit via email only: 1) cover letter, 2) resume, and 3) a list of three professional references. Include “**Legal Intake Specialist**” in the subject line. Please email application materials directly to resume@seniorlegal.org

POSITION OPEN UNTIL FILLED

About Senior Legal Services

SLS has provided high-quality, free legal services to elderly residents of Santa Cruz and San Benito Counties since 1972. The highest priority of the organization is to defend the right of the elderly to quality health care, social integration, to secure their persons and property, and to be free of discrimination on the basis of age or disability. We are committed to diversity and cultivating a culture of equity and inclusion within where all staff can flourish and grow professionally and well beyond. We are an equal employment opportunity employer and do not discriminate on the basis of race, color, religious creed, sex, pregnancy, gender, national origin, ancestry, citizenship, age, medical condition, disability, marital status, sexual orientation, gender identity (including transgender status) or any other basis prohibited by law.

Mujeres, minorias Y personas con incapacidades se urge que apliquen

For more info, see: www.seniorlegal.org