



Neighborhood Legal Services  
of Los Angeles County

## **JOB ANNOUNCEMENT:**

Hotline Manager

March 2021

Join the Neighborhood Legal Services of Los Angeles County (NLSLA) and become part of an energetic team of advocates that provide a wide-range of legal services aimed to address issues that disproportionately impact the poor. These services include litigation, providing training and technical assistance, and community education.

NLSLA is currently seeking a Hotline Manager to oversee its main hotline staff and operations. Reporting to the Vice-President of Operations and Legal Technology, this position will manage all aspects of the hotline, including: supervision, training and mentorship of hotline staff, implementation of hotline protocols and professional standards, coordination of daily schedules and providing support to all aspects of the hotline as needed. The position will be a member of NLSLA's Leadership Team.

**Position:** Hotline Manager, Main Hotline

**Availability:** Availability is Immediate.

**Salary:** Salary starting at \$70,000 - Salary commensurate with experience. Excellent Benefits which include: choice of medical, dental, vision; life and disability insurance plans; 125 plan; 403(b) with employer contribution, bilingual pay supplement, sick and vacation pay, and 13 employer-paid holidays.

**Duties and Responsibilities:** Manage the overall operations of NLSLA's main hotline. Directly supervise receptionists and intake screeners, daily hotline scheduling, prescreen coordination, quality control, technical assistance, evaluation of NLSLA's hotline systems and technology needs, mentoring and training of hotline staff, performance evaluations of hotline staff. Provide hotlines coverage as needed. Manage walk-in policy and ensure timely and appropriate assistance. Collaborate with supervisors to implement appropriate screening and distribution of intakes. Ensure compliance with NLSLA case priorities and required documentation. Regularly review hotline call data and implement system improvements as needed. Manage referrals, including regular update of referral lists. The position will be based out of one of NLSLA's offices, and will require regular travel to other NLSLA offices. The Hotline Manager will report directly to the Vice-President of Operations and Legal Technology

**Qualifications:** The candidate should possess a demonstrated understanding of legal issues affecting low-income communities and experience working with people in crisis; have experience supervising or mentoring staff; experience working on or managing a legal services hotline or legal intake processes. highly preferred. The candidate should also possess excellent communication and organizational skills, be self-motivated with the ability to

Neighborhood Legal Services of Los Angeles County | [www.nlsla.org](http://www.nlsla.org) | Toll-Free Telephone: (800) 433-6251

**GLENDALE OFFICE**  
Administrative Offices  
1104 E. Chevy Chase Dr.  
Glendale, CA 91205

**EL MONTE OFFICE**  
3629 Santa Anita Ave.  
#109  
El Monte, CA 91731

**PACOIMA OFFICE**  
13327 Van Nuys Blvd.  
Pacoima, CA 91331

**WELLNESS CENTER**  
Historic General Hospital  
1200 N. State St., #1008  
Los Angeles, CA 90033

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multi-task and be able to work collaboratively in a team setting. Qualified candidates must have a bachelor's degree. A J.D. is preferred, but not required. Experience working with legal issues is strongly preferred. Familiarity and experience with Microsoft system preferred. Bilingual ability in English and another NLSLA language (Spanish, Mandarin, Korean, Armenian, Vietnamese, or Russian, highly preferred.

**About NLSLA:**

Founded in 1965 as part of our nation's War on Poverty, NLSLA is now one of the largest and most prominent public interest law firms in California. NLSLA provides free assistance to more than 150,000 low-income residents of Los Angeles County each year. Its operating budget for 2020 will reach \$22 million, with a staff of more than 160, including 80 attorneys.

NLSLA serves all of Los Angeles County with a special emphasis on the poverty communities of the San Fernando, San Gabriel, Pomona and Antelope Valleys, as well as the central county cities of Glendale, Burbank and Pasadena. NLSLA staff members are housed in four regional offices located in Pacoima, El Monte, Boyle Heights, and Glendale - where the program's administrative offices are also located. In addition, NLSLA advocates are co-located in courthouses in Van Nuys, Lancaster, Chatsworth, Pomona and Downtown LA; Hospitals and health centers in Sylmar, Van Nuys, North Hollywood and El Monte; and with social services providers in the Antelope Valley.

Advocates specialize in areas of the law that disproportionately impact the poor, including affordable housing and eviction defense, access to public benefits, support for domestic violence victims, access to healthcare, worker and consumer rights, as well as employment and training. NLSLA is particularly known for its innovative programs and collaborative models for delivering services across the County. Among those are the NLSLA Health Consumer Center (HCC) and Medical Legal Community Partnership projects ensuring that everyone receives the health care they need; Shriver Housing - LA providing right to counsel for evictions; Self-Help Legal Access Centers assisting the un-represented with domestic violence, family law and eviction cases in nine courthouses; Preventing and Ending Homelessness Project (PEHP) providing legal help to the homeless in Antelope, San Fernando and San Gabriel Valleys; and Disaster Legal Assistance providing support and help to low-income disaster survivors.

**To apply:**

Forward resume and cover letter to (no phone calls):

**Applicants should send a cover letter and resume:**

Elizabeth Brown, Director of Human Resources  
Neighborhood Legal Services of Los Angeles County  
1102 E. Chevy Chase Drive  
Glendale, CA 91205  
Fax: (818) 291-1790 E-mail: [employment@nsla.org](mailto:employment@nsla.org)

**NLSLA is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at NLSLA are based on organizational needs, job requirements and individual qualifications, without regard to age, race, color, religion or belief, sex, sexual orientation, gender identity, national origin, veteran, disability status, family or parental status, or any other status protected by federal and CA state laws. NLSLA will not tolerate discrimination or harassment based on any of these characteristics.**