



Neighborhood Legal Services  
of Los Angeles County

## **JOB ANNOUNCEMENT: Intake Screener January 2023**

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.

The Intake Screener will be an integral part of a team that connects individuals throughout LA County to various NLSLA services and programs. The individual will provide services to new applicants seeking help through our live hotline, online application, and in person assistance at office locations. Prior experience serving low-income individuals in housing and/or family law, with a sensitivity to those in crisis is preferred. Ability to work collaboratively in a team setting, excellent interpersonal and customer service skills, and the ability to interact with a high volume of applicants is required. Bilingual proficiency in Spanish is preferred. This position will be based in our Pacoima office and will require working in a hybrid setting, while following health and safety guidelines.

**Position:** Intake Screener

**Availability:** Availability is Immediate.

**Salary:** Salary range \$40,000-\$45,000- commensurate with experience. Excellent Benefits which include: choice of medical, dental, vision; life and disability insurance plans; flexible spending account (FSA) 125 plan; 403(b) with employer contribution, bilingual pay supplement, sick and vacation pay, and 14 employer-paid holidays.

**Duties and Responsibilities:** Live Hotline & Online Applications: Answer live hotline calls and process online applications for legal services. This role will require determining legal problems, collecting demographic information, and requesting documents. Develop familiarity in certain areas of law to provide brief legal information to applicants. Provide referrals to external organizations and services via phone, text and email. Develop familiarity with substantive areas covered by NLS teams and mastery of internal protocol. Demonstrate flexibility with changes to protocol and case acceptance priorities. Participate in team meetings, training and professional development opportunities. Assist with pilot projects and improve existing services in efforts to address gaps in services.

Office support: Provide front desk coverage and complete prescreens for individuals who walk into office locations. Provide brief legal information, referral handouts and other resource guides to individuals. Provide occasional administrative support as needed. While primarily based in our Pacoima office, flexibility will be required occasionally to provide coverage in our Glendale and El Monte offices.

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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LEGAL SERVICES CORPORATION

### Qualifications:

Ability to work independently with moderate supervision and collaboratively in a team. Excellent interpersonal skills and oral and written communication skills. Ability to problem-solve and demonstrate patience/sensitivity towards people in crises, and effectively multi-task. Ability to positively handle a high volume of calls or applications while maintaining composure. Excellent time management skills with attention to detail. Bachelor's degree preferred, but not required. Bilingual proficiency in Spanish is preferred. One year of customer service experience is required. Prior experience working with a legal services/aid organization, non-profit or government setting helpful. Computer proficiency in Microsoft Word and Teams and experience with a legal case management system or similar helpful.

COVID-19 vaccination is required, which is a condition of employment. Reasonable accommodations will be considered.

### About NLSLA:

Founded in 1965 as part of our nation's War on Poverty, Neighborhood Legal Services of Los Angeles County (NLSLA) is now one of the largest and most prominent public interest law firms in California. NLSLA provides free assistance to more than 115,000 low-income residents of Los Angeles County each year. The NLSLA staff of 180, including 80 attorneys, specialize in areas of the law that disproportionately impact low-income people, including affordable housing and eviction defense, access to public benefits, support for domestic violence victims, access to healthcare, worker and consumer rights, services for justice-involved adults and youth, education rights, clean slate initiatives, and employment and training.

Through a combination of individual representation, high impact litigation, and public policy advocacy, NLSLA's advocacy combats the immediate and long-lasting effects of poverty and expands access to health, opportunity and justice. 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. In addition, NLSLA advocates are co-located in courthouses in Van Nuys, Lancaster, Chatsworth, Pomona, Pasadena, 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.

### To apply:

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

Human Resources  
Neighborhood Legal Services of Los Angeles County  
1102 E. Chevy Chase Drive  
Glendale, CA 91205  
Fax: (818) 291-1790 E-mail: [employment@nlsla.org](mailto:employment@nlsla.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. NLSLA provides equal benefits to employees with spouses and its employees with domestic partners.**