



Neighborhood Legal Services
of Los Angeles County

JOB ANNOUNCEMENT: Online Applications Intake Screener May 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 low income communities. These services include litigation, providing training and technical assistance, and community education.

The Online Applications Intake Screener will be an integral part of a dynamic team of advocates that work on a variety of innovative projects to improve NLSLA's online accessibility and connection to those in need of legal services in Los Angeles County. 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. This position will be based in our El Monte office and will require working in hybrid setting, while following health and safety guidelines.

- Position:** Online Applications Intake Screener
- Availability:** Availability is Immediate.
- Salary:** Salary range \$43,000- \$47,000- 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:**
- Online Applications: The Online Application Intake Screener will help to connect individuals throughout LA County to various NLSLA services. This role will require contacting online applicants, determining legal problems, collecting demographic information, and directing applicants through proper NLSLA channels. Develop familiarity in certain areas of law to provide brief legal information to applicants. Provide referrals to external organizations and services via phone and email. Develop familiarity with substantive areas covered by NLSLA teams and mastery of internal protocol. Demonstrate flexibility with changes to protocol and case acceptance priorities. Participate in team meetings, trainings and professional development opportunities.
- Walk In & 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.
- Other responsibilities: Assist in monitoring the internal referral system. Assist on the live hotline and new screening initiatives as needed.

Neighborhood Legal Services of Los Angeles County | 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

A PROJECT FUNDED BY
 America's Partner
for Equal Justice
LEGAL SERVICES CORPORATION

Qualifications:

This position requires: Capacity to handle consistent client contact and ability to effectively and efficiently multi-task. 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 patience/sensitivity with people in crises. Ability to positively handle a high volume of online applications or calls while maintaining composure. Excellent time management skills with attention to detail.

Bachelor's degree preferred, but not required. Bilingual ability in English and Spanish required. Experience working with low-income individuals and families in a legal services/aid organization, non-profit or government setting preferred. 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-persisting 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, resume, and writing sample to:

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

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.