



Paralegal - Health Consumer Center (HCC)

Change Lives and Transform Communities – Join Our HCC Team!

Neighborhood Legal Services of Los Angeles County (NLSLA) provides free assistance to over 160,000 individuals and families each year through innovative projects that expand access to justice. We see the law as a powerful tool for social change and we're looking for passionate individuals to help us fight for justice.

We value diverse perspectives and experiences, and we believe that a strong community is built through inclusivity. NLSLA is proud to foster an environment that welcomes individuals from all backgrounds and abilities, and we encourage all qualified candidates to apply.

About the Role

HCC is a dynamic team dedicated to helping residents of Los Angeles County with a variety of barriers related to health care, including issues related to public and private health insurance providers, obtaining appropriate and quality health care services, and billing and medical debt concerns. The project focus of this position will be helping to carry out a project to relieve medical debt for qualified individuals. The Paralegal will be a critical position within the project and the HCC Team.

The Paralegal will be expected to perform a full range of duties, under the supervision of an attorney.

In this role, you would report to the Associate Supervising Attorney. This position is non-exempt and temporary.

What You'll Do

- Perform a full range of duties, including interviewing clients to assess eligibility for the program, and assess eligibility for other medical debt-related options.
- Provide support to special grant projects on an as-needed basis.
- Help collect and review case-related and supporting documents.
- Balance a case load, keeping track of multiple matters.
- Comply with contractual requirements and ensure proper documentation and tracking of case files in accordance with program and grant requirements.

- Participate in outreach events, support legal clinics, and coordinate special projects and events, as needed.
- Travel to NLSLA program offices, and other locations throughout Los Angeles County may be required.

What You'll Need

- Qualified candidates must have one of the following:
 - Paralegal Certificate
 - B.A. or B.S. degree with 1 year experience working in a law office or other legal setting under the supervision of a licensed attorney with a letter certifying the experience.
 - High School degree with 3 years' experience working in a law office or other legal setting under the supervision of a licensed attorney with a letter certifying the experience. This experience and training shall be completed no later than December 31, 2003.
- We also welcome Paralegal Trainee applicants who:
 - Hold a B.A. or B.S. degree; or
 - Are currently enrolled in a paralegal certificate or degree program.
- Intermediate knowledge of MS Office, Windows, business communication platforms, and web-based case management platforms.
- Ability to conduct research and problem-solve.
- Excellent interpersonal skills including being attentive to cultural needs and differences.
- Ability to work collaboratively in a team setting.
- Strong oral and written communication skills.
- Passion for NLSLA mission and demonstrated commitment to advocating for the legal rights of low-income individuals.
- Passion, empathy, and compassion for supporting people from different lived experiences.
- Patience and sensitivity with people who have experienced trauma, or are in crisis situations.

Bonus Points If You

- Are bilingual in Spanish, due to the high number of Spanish-speaking residents in the community, or in any of the other Los Angeles threshold languages, which is highly valued in our community outreach efforts.
- Have previous legal experience and/or worked in a legal services firm.

- Have familiarity with the health care field.
- Have a passion for assisting members of the public.

Why You'll Love Working with Us

At NLSLA, we believe in supporting our staff as they grow in their careers and live balanced lives. We offer:

- **Competitive Salary:** \$47,000–\$58,000, based on experience.
- **Work-Life Balance:** A 35-hour workweek and a hybrid work schedule to help you balance professional and personal commitments.
- **Generous Time Off:** 15 paid holidays, 2 to 5 weeks of vacation depending on seniority, and 12 days of sick leave. Exempt employees are eligible for compensatory time in accordance with company policy.
- **Comprehensive Benefits:**
 - Medical, dental, and vision insurance with a variety of plan options.
 - Basic Life and AD&D Insurance, Long-Term Disability Insurance.
 - 403(b) retirement plan and options for voluntary contributions.
 - Monthly bilingual supplement for qualified employees.
- **A Culture of Inclusion:** We are committed to fostering a respectful, inclusive work environment where everyone can thrive.
- **Perks:** Technology reimbursement to help you stay connected and equipped to do your best work.

Apply Today

Are you ready to make a lasting impact on the lives of vulnerable families in Los Angeles?

Apply now to join our team and be part of a mission-driven organization dedicated to justice and equity. [Click here to apply](#). Please provide a cover letter, resume, and writing sample on the application.

We are excited to hear from you!

Equal Employment Opportunity Policy

NLSLA is committed to provide a work environment that respects the dignity and worth of each individual and is free from all forms of employment discrimination based on each and every characteristic protected under the law and beyond.

Decisions related to hiring, compensating, training, evaluating performance, promoting, or terminating are made fairly, and are based on job-related qualities and abilities. We provide equal employment opportunities to all qualified candidates and employees. We examine our unconscious biases and take responsibility for always striving to create an inclusive environment that makes every employee and candidate feel welcome.

We further expect every member of the NLSLA community to do their part to cultivate and maintain an environment where everyone has the opportunity to feel included and is afforded the respect and dignity they deserve.

NLSLA's Commitments

We are committed to fostering a culture of inclusion and belonging within our organization and the communities we serve. We achieve this through:

- **Continuous Learning:** Cultivating cultural competency and humility among staff through ongoing training, open dialogue, and self-reflection.
- **Equitable Practices:** Regularly reviewing and revising policies, procedures, and decision-making processes to ensure fairness and access for all.
- **Strategic Resource Allocation:** Directing resources towards initiatives that empower communities.
- **Meaningful Community Engagement:** Partnering with the communities we serve to co-create solutions and foster trust.
- **A Respectful Workplace:** Providing a work environment free from discrimination and where every individual is valued, heard, and respected for their unique contributions.