



Pro Bono Operations Manager

Change Lives and Transform Communities – Join Our Pro Bono 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

Neighborhood Legal Services of Los Angeles County (NLSLA) seeks a highly organized and motivated Pro Bono Operations Manager to help transform our pro bono program from a reactive to proactive model. Working closely with the Director of Pro Bono, this role will modernize systems and processes, develop new volunteer opportunities, and strengthen external communications in collaboration with our Marketing Specialist. The ideal candidate brings strong communication and technology skills, creativity, and a passion for social justice.

In this role, you would report to the Director of Pro Bono. This position is exempt.

What You'll Do

Under the supervision of the Director of Pro Bono, the Pro Bono Operations Manager will engage in tasks, including, but not limited to, the following:

- Strengthening internal systems of the pro bono program including development of a Pro Bono Guide, outreach and guidance to NLSLA staff on Pro Bono Program procedures.
- Secure staff engagement and enhance commitment to providing pro bono opportunities.
- Work closely with NLSLA Senior Leadership team to grow Pro Bono Program.
- Develop and implement strategies to recruit, train, and retain volunteer attorneys.
- Manage a database of volunteer attorneys, including tracking their availability, areas of expertise and client assignments.

- Coordinate new pro bono pilot projects, clinics, workshops, and other events to expand access to legal service for low-income individuals.
- Maintain accurate records and reports on pro bono activities, including tracking volunteer hours and client outcomes.
- This position is designated as hybrid. Employees are required to work on-site a minimum of two (2) days per week, with the remaining time eligible for remote work as business needs allow. Specific in-office days may be set by the department or manager to support team collaboration and organizational priorities.
- Travel to NLSLA program offices, courthouses, and other locations throughout Los Angeles County may be required.

What You'll Need

- Minimum of 3 years of relevant experience in operations and/or pro bono coordination.
- A bachelor's degree (or at least 5 years of relevant experience if no degree).
- Strong organizational skills and attention to detail.
- Comfortable leveraging technology to improve systems and processes.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Passion, empathy, and compassion for supporting people from different lived experiences.
- Knowledge of MS Office, Windows, business communication platforms, and web-based case management platforms.

Bonus Points

- We welcome applicants with a Juris Doctor (JD) from an accredited law school and active membership in the California State Bar, though it is not required.
- A professional certification in Project Management.
- Worked in a legal services firm or other non-profit.
- Strong understanding of technology and how it can be used to improve the existing systems.

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:** \$71,000–\$88,000, 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.

We will consider for employment all qualified applicants, including those with criminal histories, in a manner consistent with applicable state and local laws, including the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance. Please note that, in limited circumstances, certain convictions may be considered incompatible with the responsibilities of specific roles, particularly where the safety and well-being of vulnerable client populations are a concern.

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.