



Intake Manager

Change Lives and Transform Communities – Join Our Operations 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

The Intake Manager is a key member of NLSLA's leadership team, responsible for overseeing and enhancing the entire applicant intake process across multiple channels, including our main phone hotline, online applications, and program offices. This position ensures that our intake system is a welcoming, efficient, and effective first point of contact for individuals seeking legal assistance.

The Intake Manager will lead the implementation of intake protocols, cast a vision for frontline operations, and drive process improvements. This position directly supervises the intake team, including receptionists and screeners, as well as the Administrative Initiatives Manager (AIM), fostering a collaborative and high-performing environment.

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

What You'll Do

- Manage the overall operations of NLSLA's main hotline and other intake channels, ensuring compliance with case priorities and grant requirements.
- Directly supervise the intake team (receptionists and intake screeners) and the Administrative Initiatives Manager (AIM).
- Manage daily scheduling, quality control, and technical assistance for the intake team to ensure consistent coverage and high-quality service.
- Train, mentor, and support the professional growth of the team, fostering a collaborative and high-performing environment.

- Provide oversight and guidance to the AIM to improve frontline operational workflows, resource allocation, and staffing responsibilities.
- In collaboration with the Director of Legal Services and AIM, analyze intake data and pilot program outcomes to provide regular reports and strategic recommendations to leadership on staffing, resource allocation, and operational improvements.
- Lead efforts to improve and innovate intake processes, including updating online portals, troubleshooting system issues with vendors, and adopting new technologies.
- In partnership with the Director of Legal Services and AIM, manage and improve the internal referral process, ensuring thorough documentation and effective resource allocation.
- Develop and maintain all intake protocols and resources, including the team's SharePoint site, intake forms, and client-facing materials.
- Engage with other legal aid organizations and technology partners to identify and adopt best practices in intake operations.
- Engage in relevant organizational committees and collaborate with leadership to implement policies, training, and other initiatives.

What You'll Need

- Minimum of 2 years of supervision experience.
- Minimum of 5 years of relevant experience.
- Experience working on or managing a legal services hotline or a similar client-facing intake process.
- A demonstrated understanding of the legal issues affecting low-income communities and experience working with people in crisis.
- Excellent communication, organizational, and problem-solving skills.
- Ability to work collaboratively in a team setting while also being self-motivated and able to manage multiple tasks.
- Proficiency with office technology, including Microsoft Office.

Bonus Points If You

- A bachelor's degree or J.D. is a plus but not required.
- Have previous experience working in a legal aid or public interest law organization.
- Are bilingual fluency in a language commonly spoken in the Los Angeles area is preferred, due to the high number of residents in the community who speak languages other than English.

- Have experience with LegalServer or another cloud-based case management system.
- Have experience with project management or change management.
- Have a passion for NLSLA's mission and a demonstrated commitment to serving low-income communities.

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:** \$85,000–\$115,000, 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 with employer contributions 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.