



Intake Screener

Change Lives and Transform Communities – Join Our Intake Team!

Neighborhood Legal Services of Los Angeles County (NLSLA) provides free assistance to over 175,000 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 Screener is a key member of the Intake Team, connecting residents throughout Los Angeles County to legal services and community resources. As a first point of contact, the Intake Screener assists individuals seeking support through NLSLA's live hotline, online application system, and in-person office visits.

This role requires strong interpersonal and customer service skills, the ability to manage a high volume of interactions with empathy and efficiency, and the capacity to collaborate effectively in a team-oriented environment. Ideal candidates have experience working with low-income communities, particularly in housing or family law contexts, and demonstrate sensitivity when assisting individuals experiencing crisis.

In this role, you would report to the Intake Manager. This position is non-exempt.

NLSLA is hiring for two (2) positions, one based in our El Monte office, and one based in our Pacoima office. Applicants may indicate their preferred work location in their application.

What You'll Do

Client Screening and Referral

- Screen individuals seeking legal assistance via hotline, online applications, and in-person visits by:
 - Identifying legal issues

- Gathering demographic information
- Requesting necessary documentation
- Develop and maintain working knowledge of NLSLA's core legal practice areas in order to:
 - Provide brief legal information
 - Route applicants to appropriate internal teams
 - Provide accurate external referrals when needed

Office and Community Support

- Provide walk-in support at office locations by conducting prescreens and distributing resource materials and referrals.
- Assist with general administrative duties while working in the office.
- Provide occasional coverage at the Glendale, Pacoima, or El Monte offices.
- Participate in outreach events and community presentations as needed.

Team Collaboration and Organizational Support

- Participate in team meetings, internal trainings, and ongoing professional development to remain aligned with organizational protocols and evolving case acceptance guidelines.
- Support pilot projects and service improvement initiatives by identifying service gaps, testing new approaches, and helping implement solutions.
- 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 one (1) year of experience in a customer service or direct client-facing role.
- Excellent interpersonal, oral, and written communication skills with a client-centered mindset.
- Strong time management and organizational skills, with the ability to multitask in a fast-paced environment.

- Ability to work independently with moderate supervision and collaboratively as part of a team.
- Sensitivity, patience, and professionalism when working with individuals in crisis.
- Ability to compassionately manage a high volume of applicants while maintaining accuracy and efficiency.
- Working knowledge of Microsoft Outlook, Word and Excel, business communication platforms, and web-based case management platforms.
- Passion for NLSLA mission and demonstrated commitment to advocating for the legal rights of low-income individuals.

Bonus Points

- Prior experience in a legal aid organization, nonprofit, or government setting.
- Bachelor's degree completed or in progress.
- 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.

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:

- **Pay starting at** approximately \$27.47 per hour.
- **Generous Time Off:** 15 paid holidays, 2 to 5 weeks of vacation depending on seniority, and 12 days of sick leave.
- **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.

NLSLA is a unionized workplace. Membership in the union is a condition of employment for this position.

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.