



## **Self-Help Legal Access Center Operations Manager**

### **Change Lives and Transform Communities – Join Our Self-Help 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**

Neighborhood Legal Services of Los Angeles County (NLSLA) seeks a highly organized and collaborative Self-Help Operations Manager to support the expanding operational needs of its Self-Help Legal Access Centers. This role is critical to ensuring effective service delivery for staff who are both co-located within Los Angeles County Courthouses and providing remote assistance to the community. The Self-Help team delivers essential legal information, education, and support to individuals navigating the legal system, both in person and through virtual platforms.

Working closely with the Supervising and Associate Supervising Attorneys, the Operations Manager will develop and maintain the systems that support volunteer coordination, data reporting, and day-to-day service delivery. This includes improving workflows, enhancing data and tracking tools, updating centralized resource materials, and facilitating communication between in-person and remote teams.

This role is well-suited for someone who excels at bringing structure to complex environments, communicates effectively with teams and external stakeholders, and is motivated by the opportunity to strengthen systems that directly support the community. In this role, you would report to the Supervising Attorney. This position is exempt.

### **What You'll Do**

- Maintain, strengthen, and create systems for volunteer recruitment, onboarding, and training to ensure consistency in service delivery.

- Serve as a primary point of contact for volunteers, community members, and staff regarding volunteer logistics.
- Maintain and improve data collection, reporting, and ensuring staff and partners are in compliance.
- Generate regular reports and data summaries for grants, funders, and internal evaluation
- Support daily Center operations and provide on-site coverage as needed during high-volume periods, staff absences, or emergencies.
- Oversee the management of on-site office supplies, equipment, and inventory, ensuring systems are in place for timely ordering, tracking, and coverage.
- Develop, maintain, and update shared resources and operational materials for staff and self-help litigants; collaborate with other NLSLA teams to exchange and align resource materials.
- Proactively identify opportunities for automation and process improvement to enhance the efficiency, accuracy, and smooth operation of the department.
- 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 three (3) years of relevant experience in operations and/or as a paralegal.
- A bachelor's degree (or at least 5 years of relevant experience if no degree).
- Demonstrated experience improving systems, workflows, or operational processes in a fast-paced or high-volume environment.
- Strong organizational skills, attention to detail, and the ability to manage multiple priorities effectively.
- Comfort and proficiency with technology, including the ability to learn new platforms, troubleshoot issues, and help others navigate system tools.
- Excellent communication and interpersonal skills, with the ability to collaborate across diverse teams and maintain positive working relationships.
- Ability to work independently, exercise sound judgment, and take initiative while also contributing effectively to a team environment.

- Empathy, cultural humility, and a commitment to supporting people from diverse backgrounds and lived experiences.
- Proficiency with Microsoft Office, Windows, business communication platforms, and web-based case management systems (e.g., LegalServer or similar).

### **Bonus Points**

- 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.
- A degree in a relevant field, for example Public Administration or Business Administration.
- A professional certification in Project Management.
- Have worked in a legal services firm or other non-profit.
- Have 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–\$89,000, based on experience.
- **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. Note: Qualified employees with bilingual proficiency are expected to provide in-language assistance when feasible to support language access and in furtherance of NLSLA's mission. This expectation applies whether or not the employee receives the bilingual supplement.

- **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!

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### **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.

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### **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.