



COORDINATED INTAKE AND REFERRAL NAVIGATOR

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www.nlsp.org

Neighborhood Legal Services Program (NLSP) seeks two Navigators to join the District of Columbia's new Coordinated Intake and Referral (CIR) System. NLSP will host the CIR System pilot, which is expected to launch in Spring 2024. After the pilot program is finished, the full version of the CIR System will launch at its permanent host organization, which has not yet been selected. At that point, the Navigators will become employees of the CIR hosting organization.

CIR is a streamlined process for DC residents to access legal aid through a single phone number or website. It does not replace existing intake structures; it supplements them. Users will have the option to call a number or go to a website. The Navigators will speak with users and will ask questions to understand the issue. From there, the Navigators will connect the user with the appropriate provider. The Navigators will utilize an online database system of DC legal aid providers, including contact information, areas of service, and eligibility criteria.

NLSP is a private, non-profit law firm that provides high quality civil legal services to low-income residents of the District of Columbia. NLSP has a long tradition of fighting for justice for the poor, combining direct representation with efforts to achieve broad-based change. Its three offices are located in the poorest sections of the District, to maximize its visibility, accessibility, and connections to the communities it serves.

The two positions will be based at 64 New York Avenue NE and will be in person full-time.

DUTIES & RESPONSIBILITIES

- Conduct trauma-informed eligibility screenings with people seeking legal assistance.
- Identify applicants' legal needs and assign cases to the appropriate legal services organizations.
- Utilize the coordinated intake system software to process intakes and make case assignments.
- Monitor the status of case assignments and follow up with legal services organizations and applicants as appropriate.
- Provide legal information and resources to applicants.
- Communicate with legal services organization staff regarding the placement of cases.
- Maintain and update information about legal services organizations and legal resources in the coordinated intake system software.
- Collaborate with the project team and stakeholders to continuously improve the coordinated intake program processes and technologies.

QUALIFICATIONS

The ideal candidate will have the following:

- Excellent problem solver with sound judgment and the ability to meet adversity with tenacity.
- Good written and verbal communication skills.
- Good organizational skills and ability to track tasks that require longer-term follow-up.
- Commitment to a user-centered approach centered in compassion and confidentiality.
- Working proficiency or fluency in a target language (Spanish, Amharic).
- Knowledge of the DC civil legal services sector.
- Experience conducting intake.
- Experience providing navigation services to community members (i.e. legal or medical settings).
- Lived experience navigating legal and/or social services, particularly in DC.
- Customer service experience, particularly via phone.

SALARY AND BENEFITS

- Salary commensurate with experience, starting at \$55,000.
- Generous benefits package.
- Paid vacation, sick, and personal leave; 8 weeks of paid parental leave.

APPLICATION PROCESS

Submit, as a single PDF file, your letter of interest, resume, and contact information for three references to Ashley Graham-Watanabe agraham@nlsp.org with “CIR Navigator Application – [your last name]” in the subject line. We are looking for **thoughtful, tailored cover letters** that show commitment to our mission and the applicant’s experience that specifically meets the qualifications, duties, and responsibilities outlined above. Applications will be reviewed on a rolling basis with a preference for applications received by **February 16, 2024**. No phone calls, please.

NLSP HIRING POLICY

Neighborhood Legal Services Program is an equal opportunity employer, committed to inclusive hiring and dedicated to diversity in our staff. It is the policy of NLSP that no employee or applicant for employment or services will be discriminated against because of race, color, religion, national origin, age, sex, disability, sexual orientation, political affiliation, family responsibilities or family status, veteran’s status, or any other basis prohibited by law, including the D.C. Human Rights Act and Language Access Act.

NLSP thrives on our diversity, and we strongly encourage persons of color, women, LGBTQ+ individuals, veterans, persons with disabilities, returning citizens, and persons from other underrepresented groups to apply.