



INTAKE SPECIALIST, BRIEF SERVICES UNIT

Neighborhood Legal Services Program of the District of Columbia (NLSP) has immediate openings for two full-time Intake Specialists in our Brief Services Unit.

ABOUT NLSP

Since 1964, NLSP has provided high-quality 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. NLSP is an excellent place to work, fostering a climate of shared mission, teamwork, and support of individual employee goals. We think of ourselves as a team, and we support each other in addition to supporting our clients. Our work is creative and fast-paced. All staff are currently working on a hybrid schedule. Intake Specialists currently work two days in our headquarters office and three days remotely. Once the offices are reconstituted all staff members will receive office assignments.

ABOUT OUR BRIEF SERVICES UNIT

Our Brief Services Unit is the first point of contact for the majority of our clients. This unit functions as a triage unit wherein eligible clients, with legal issues that fall within our practice areas, receive advice, counsel and brief legal services. We think of ourselves as a team, and we support each other in addition to supporting our clients. Our work is creative and fast-paced.

DUTIES AND RESPONSIBILITIES

Intake Specialists report directly to the Brief Services Unit Managing Attorney and provide support to Brief Services Unit Staff Attorneys. Duties include:

- Greeting applicants and visitors
- Screening applicants for eligibility for NLSP's services
- Processing applications for services in-person, via telephone and online using our case management system
- Ability to identify and record relevant information and facts
- Ensuring that all walk-in clients sign opening documents and uploading them, and other relevant documents to the client's electronic file in our case management system
- Providing referrals as necessary
- Providing administrative support to the Brief Services Unit Managing Attorney and BSU staff Attorneys
- Performing other duties as assigned

Qualifications

- Demonstrated commitment to fighting poverty
- Willingness to learn new information and develop new skills
- Excellent interpersonal, written and verbal communication skills
- Experience working directly with low-income people
- Familiarity with DC communities and/or DC community organizations
- Ability to work well with individuals in stressful situations
- Computer proficiency and experience with Microsoft Office
- Willingness to learn new software
- Empathy and patience
- Positive, team player

SALARY AND BENEFITS

- Salary commensurate with experience, starting at \$50,000 - \$65,600
- Generous benefits package including excellent health, dental, and vision insurance and 8 weeks of paid parental leave.
- Paid vacation, sick, and personal leave and holidays

Application Process

Email resume and cover letter to Caren Bright-Webb at cbrightwebb@nlsp.org
Applications will be reviewed as they are submitted. The positions will remain open until filled.

NLSP HIRING POLICY

Neighborhood Legal Services Program (“NLSP”) 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 women, persons of color, LGBTQ individuals, veterans, persons with disabilities, returning citizens, and persons from other underrepresented groups to apply.