



INTAKE SPECIALIST, BRIEF SERVICES UNIT

Neighborhood Legal Services Program (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 DC's poorest residents, combining direct representation to protect essential rights and opportunities for low-income individuals and families with efforts to achieve broad-based change. Our two offices are located in wards 5 and 7 to maximize our accessibility and connections to the communities we serve.

NLSP seeks an intake specialist. The intake specialist must be passionate about social justice and achieving stability for low-income residents of the District of Columbia.

Duties and Responsibilities:

- The intake worker will be responsible for receiving guests at reception. These duties include greeting visitors, answering phones, directing inquiries to appropriate staff, and providing referrals to applicants who are not eligible for our services.
- Screen applicants using NLSP's case management system for eligibility for NLSP services.
- Prepare case files and schedule client interviews following intake screening.
- Provide support to attendees at outreach events at various locations around the District of Columbia.
- Provide general administrative support.
- Perform other duties as assigned.

Qualifications

- Demonstrates a commitment to fighting poverty
- Experience working directly with low-income people in either a volunteer or professional setting
- Excellent written and verbal communication skills
- Familiarity with DC communities and/or DC community organizations
- Strong interpersonal skills and the ability to work well with teams
- Familiarity with Microsoft office and comfort with learning new software, particularly new databases
- Fluency in Spanish or another language frequently spoken by low-income DC residents, highly desirable

SALARY AND BENEFITS

- Salary commensurate with experience ranging from \$51,500 to \$67,568 per year.
- Comprehensive benefits including medical, dental, vision, paid leave, parental leave, life and disability insurance, 403(b), and transit benefits.

Application Process

Submit a resume and a cover letter (maximum one page) describing your qualifications. Please include “Intake Specialist” in the subject line and indicate where you found the posting. Submit all requested documents to NLSPadminapplications@nlsp.org. The position 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.

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