



EASTSIDE LEGAL ASSISTANCE PROGRAM JOB ANNOUNCEMENT

Bilingual (English/Spanish) Client Intake Coordinator

ELAP is a non-profit organization dedicated to making the legal system more accessible to those most in need by providing free, high quality, civil legal services to low-income residents of NE, East, and SE King County, and domestic violence legal aid to residents throughout King County. Some of those services include legal clinics, Domestic Violence Impact Program, Know Your Rights Workshops, Medical Legal Partnership, and Project Safety (working with victims of crimes). ELAP supports DV survivors through help from attorneys placed at DAWN and Lifewire.

ELAP has an organizational commitment to fight racism and incorporate equity and inclusion in both the work and work environment. All staff are expected to uphold this commitment and approach their work in the organization with a desire to learn and grow in this area.

JOB DESCRIPTION

ELAP is looking for a highly motivated, outgoing, detailed-oriented, and organized person to join our team as a **Bilingual (English/Spanish) Client Intake Coordinator**. This person will work with clients who call ELAP seeking an appointment to speak to an attorney in one of our legal clinics. There is no face-to-face interaction with clients, and the same goes for interaction with pro bono attorneys and clinic manager volunteers. The majority of the work for this position is by phone. The key to success in this role is having a high level of flexibility and a desire to help.

RESPONSIBILITIES INCLUDE:

- Manage all client calls/contacts, screen for eligibility, summarize cases, and connect clients to appropriate ELAP legal clinic, or referral;
- Accurately, input all client information into legal data base (Legal Server);
- Be familiar with local resources to refer clients who may not qualify for ELAP services;
- Update clinic schedules twice a year;
- Manage schedules throughout the year, weekly communication with pro bono attorneys, and non-attorney volunteers to ensure the smooth operation of the legal clinics;
- Keep legal clinic computer files up to date;
- Review and revise clinic documents as needed;
- Prepare reports for Program Director as directed;
- Participate in outreach efforts to inform community of this free service;
- Substitute for volunteer clinic managers at clinic sites, as needed;
- Other duties as assigned.

ESSENTIAL QUALIFICATIONS

- **MUST BE BILINGUAL (READ, SPEAK AND WRITE CLEARLY IN ENGLISH and SPANISH);**
- Associates Degree, **or an equivalent combination** of education and experience sufficient to perform the essential duties of the job.
- Experience working in a professional environment requiring high level of confidentiality;
- Excellent organizational skills with ability to coordinate and prioritize multiple projects;
- Ability to learn quickly, pay exceptional attention to detail, and engage in critical thinking and problem solving while maintaining a high level of quality and productivity;
- Exceptional interpersonal and communication skills (both telephone and in person);
- Ability to work with a diverse population and maintain composure in stressful situations;
- Intermediate to advanced skills in internet navigation, Database entry, and in Microsoft Office programs (Proficiency in Legal Server a plus);
- Valid driver's license and insurance;

Hours, Salary and Benefits

Hours: 30 hours/week

Salary: \$31,200.00

Benefits: Health/Dental Insurance, 401(k), Paid Vacation

Send resume and cover letter describing experience and interest to: Esperanza Borboa, esperanza@elap.org.

This position is open until filled.

ELAP complies with all applicable federal, state, and local laws prohibiting employment discrimination. ELAP promotes mutual respect, acceptance, teamwork and productivity in the workplace. People of color, immigrants, women, LGBTQ, those with disabilities, mature workers, and other underrepresented and historically marginalized groups are strongly encouraged to apply.