

Queens Legal Services seeks a Director of Intake. We are looking for candidates who are excited to work in a fast-paced environment and to use creative strategies and collaborations to support the work of the office.

### **About Us:**

Queens Legal Services (QLS) is part of Legal Services NYC, the largest provider of free civil legal services for low-income people in the country. The Queens office is dedicated to providing high-quality legal services in the areas of housing, family law, public benefits, employment, education, consumer, immigration, and disability rights, with special units serving particularly vulnerable populations including domestic violence victims, LGBTQ community members, and people living with HIV.

We are committed to working in partnership with community-based organizations in the communities we serve in order to address the causes of poverty.

### **About the Role:**

This is a new position at QLS. The right candidate will be a level-headed problem solver and systems thinker who can work with QLS management and staff to ensure high-quality services are provided to clients from their first interaction with our team.

The Director of Intake is responsible for supervising all intake staff of each of the substantive legal units as well as overseeing the various intake processes. While the initial focus on processes will be on systems for the housing unit, this position will ultimately be responsible for addressing intake systems across the program both in the office and at off-site locations.

The Director of Intake reports directly to the Associate Director and is expected to be on-site a minimum of three days each week.

### **Role & Responsibilities:**

- Directly supervising intake staff;
- Assisting with hiring, new staff orientation, and training of new intake staff;
- Coordinating ongoing training of intake staff, with an emphasis on professional development and growth for the staff members;
- Overseeing the intake processes and evaluating the accessibility and effectiveness of intake systems, including the creation and maintenance of an intake manual;
- Coordinating intake schedules, especially housing intake, and calendar to ensure adequate coverage at offices and off-site locations;
- Training all staff in best practices as it relates to intake and compliance;
- Working with the Director of Grants and Contracts to develop and adapt intake systems to ensure compliance with reporting requirements for grants and contracts;
- Working with the Citywide Director of Intake Services to ensure compliance with citywide intake protocols and requirements;
- Working with the Associate Director to ensure adequate administrative support at all intake locations.

### **Qualifications:**

- Excellent interpersonal skills and the proven ability to work with people;
- A minimum of 2-4 years of supervisory experience;
- Excellent problem-solving skills;
- The ability to manage multiple tasks with efficiency;
- The ability to effectively interact with all employees and clients;
- Experience analyzing process flows, recommending and implementing changes to achieve objectives and improve outcomes;
- Excellent communication and organizational skills and technical proficiency (i.e., a solid knowledge of Microsoft Office, especially Excel, and Legal Server – the legal services case management software-- is required);
- A good sense of humor and a willingness to pitch in where needed;
- A demonstrated commitment to diversity, equity, inclusion, and belonging; and
- Prior legal services experience.

### **How to Apply:**

Applicants should send a cover letter, resume, writing sample, and three references to [jobs@queenslegalservices.org](mailto:jobs@queenslegalservices.org).

Please write “Director of Intake” in the email's subject line. QLS offers a generous benefits package. Salary is

commensurate with experience. Legal Services NYC is an equal-opportunity employer.

People of color, women, people with disabilities, gay, lesbian, bisexual, and transgender people, and people over the age of 40 are strongly encouraged to apply.

Salary Range (Dependent on Years of Experience): \$74,304 - \$114,521