

Legal Services NYC seeks one intake paralegal to staff the Access Line, our citywide intake hotline.

Program Description:

Legal Services NYC fights poverty and seeks racial, social and economic justice for low-income New Yorkers. For almost 50 years we have challenged systemic injustice and helped clients meet basic needs for housing, income and economic security, family and immigration stability, education, and health care. Legal Services NYC's staff of 600 people in neighborhood-based offices and outreach sites across all five boroughs helps more than 80,000 New Yorkers annually. We partner with scores of community-based and client-run organizations, elected officials, public agencies, pro bono lawyers, and the courts to maximize our effectiveness. Our work fights discrimination and helps to achieve equity for all low-income New Yorkers. LSNYC also prides itself on its Diversity, Equity, and Inclusion (DEI) efforts; our DEI committee and numerous affinity groups work to foster collegial relationships amongst staff, and allow staff to explore and advocate for racial justice and anti-oppression growth within our organization and through our legal work.

Legal Services NYC seeks one intake paralegal to staff the Access Line, our citywide intake hotline. Access Line paralegals perform an essential role in our agency. The team serves as an important front line for our work and responds in real time to low-income individuals and families seeking legal help. Access Line paralegal duties include answering phones, performing eligibility screening, entering client information into a database, writing case notes, giving advice under the supervision of an attorney, scheduling appointments, sending appointment letters and follow-up information to clients, and providing outside referrals. Access Line paralegals may also be asked to perform off-site intake outside of regular business hours. Access Line paralegals can expect to work closely with supervising attorneys and will have the opportunity to learn about many different legal practice areas. This is a fully remote position, but a hybrid schedule is also possible, if preferred.

Qualifications:

- Excellent, consistent writing and interpersonal communication skills- especially the ability to interview and identify a client's needs quickly and accurately, while actively listening with empathy and curiosity;
- Excellent communication habits that are consistently prompt and responsive;
- Excellent organizational skills particularly with regard to prioritizing and following through on tasks;
- Thrives in a fast-paced, highly structured, high volume work environment while maintaining quality standards;
- Consistent ability to pay close attention to detail and follow directions: both written and oral;
- Excellent, consistent computer skills including case management software, Word, and email and comfort with learning new programs;
- Motivation and enthusiasm for helping communities in need, and ability to work with people from a range of backgrounds including low-income clients and LSNYC staff;
- Capacity to work both individually and in a team, using a solution-oriented approach;
- Track record of active support for diversity, equity and inclusion, and a personal approach that values the individual and respects differences of race, ethnicity, age, gender identity and expression, sexual orientation, religion, ability, and socio-economic circumstance;
- Bilingual capacity in English and Spanish required.

How to Apply:

Applicants must send a cover letter, resume, and two writing samples to Jobpostings@lsnyc.org. Please write "HOTLINE-PARALEGAL" in the subject line of the email. Application deadline is May 10, 2024. Please, no telephone calls. As fluency in Spanish is required, a language test will be administered.

Salary and benefits are determined by the Legal Services NYC Collective Bargaining Agreement. Legal Services NYC is an equal opportunity employer. People of color, women, people with disabilities, people over 40, and gay, lesbian, bisexual, and transgender people are strongly encouraged to apply.

Please note, that to safeguard the health and well-being of our employees and clients, all employees are strongly encouraged to continue to receive and maintain up-to-date COVID-19 vaccinations unless they are unable to due to medical or religious reasons.

Salary Range (Based on years' experience):

- Step 1-10: \$51,883 - \$64,096
- Step 11-20: \$65,124 - \$73,922
- Step 21+: \$76,723 - \$83,706