

Brooklyn Legal Services seeks an Intake Supervisor for its Tenant Rights Coalition (TRC). This is a management position based in our Brownsville, Brooklyn office.

About us

Brooklyn Legal Services (BLS), part of Legal Services NYC (LSNYC), is a civil legal services organization with a mission to fight poverty and seek racial, social, and economic justice on behalf of low-income New Yorkers. Our office provides a wide range of civil legal services and balance individual case representation, impact litigation and policy advocacy, as well as outreach, education, and trainings, in various subject areas. We have a wall-to wall union that includes attorneys, paralegals, social workers, and support staff.

LSNYC prides itself on its Diversity, Equity, Inclusion and Belonging (DEIB) efforts. As a social justice organization, we are committed to fighting for a workplace that is as diverse, equitable, and inclusive as possible for everyone. Our DEIB committee and numerous affinity groups work to foster collegial relationships among staff and allow staff to explore and advocate for racial justice and anti-oppression growth within our organization and through our legal work. All employees are expected to learn about, seek to understand, and work to realize our DEIB goals.

The Intake Supervisor's duties will include actively working to advance LSNYC's Diversity, Equity, Inclusion, and Belonging goals. The Tenant Rights Coalition (TRC) is a team of legal workers performing anti-displacement work in partnership with tenant leaders and community organizers throughout Brooklyn to combat the impacts of gentrification. Our unit is based in a community office in Brownsville; however, our day-to-day work includes but is not limited to, supporting tenant association meetings at buildings in south, central, and east Brooklyn neighborhoods, defending against and/or asserting claims in Housing Court, Supreme Court, Appellate Court, Federal Court, and/or at various administrative agencies, conducting workshops and trainings, staffing multiple monthly clinics, and supporting local and statewide coalition work.

The Intake Supervisor will work closely with the TRC team to collaborate and implement all aspects of the intake processes, clinics, and workshops performed by the TRC, as well as ensure compliance with our varied grants and directly supervise the TRC intake staff. The Intake Supervisor reports directly to the TRC Director.

Responsibilities include:

- Directly supervise intake paralegals and be available to assist throughout the day for questions related to high volume, multiple sources of referrals, intakes and clinics;
- Assist with hiring, new staff orientation, and training of new intake staff;
- Coordinate ongoing training of intake staff, with emphasis on professional development and growth for all staff;
- Assess urgency of intakes at high volume while managing multiple shared charts;
- Oversee and evaluate accessibility and effectiveness of intake processes for multiple referral streams and community partners, including the co-creation and maintenance of an intake manual;
- Coordinate intake and clinic schedules to ensure adequate coverage for on and off-site locations, which includes being present at off-site evening and weekend events;
- Work with TRC Director and BLS Grants Director to ensure accurate data entry to online case management system and perform data clean-up to ensure compliance with reporting requirements of our multiple grants and contracts.

Qualifications:

- Excellent interpersonal and communication skills with proven ability to work well with people;
- Prior supervision experience preferred but not required;
- Excellent problem-solving skills and familiarity with Housing Court processes and case filings;
- Detail-oriented and strong ability to manage multiple tasks and charts with efficiency;
- Ability to effectively interact with all levels of employees, clients, and partners;
- Experience analyzing process flows, recommending and collaborating changes to achieve objectives and improve outcomes;
- Excellent organizational skills and technical proficiency with MS Office Suite, particularly Excel, as well as our case management software, Legal Server is required;
- Good sense of humor and eagerness to pitch in where needed;
- Demonstrated commitment to working in partnership with community-based organizations and strong enthusiasm for supporting the needs of low-income communities of color;
- Demonstrated commitment to diversity, equity and inclusion; and,
- Prior legal services experience is strongly preferred.

All employees are strongly encouraged to continue to receive and maintain up-to-date COVID vaccinations unless they are unable to for medical or religious reasons.

How to Apply

Applicants should send a cover letter, resume, and two writing samples “can be advocacy letters, emails, and/or any form of writing that demonstrates abilities to clearly state instructions and/or give feedback to process” to bkhiring@lsnyc.org. Please write “TRC Intake Supervisor” in the subject line of the email.

Only candidates selected for interviews will be contacted. No telephone calls, please.

BLS offers an excellent benefits package and a highly competitive public interest salary. We offer excellent benefits, including health, dental, and vision plans; contributions to a 403(b) plan; and generous leave time. Salary is commensurate with experience.

Brooklyn Legal Services 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 welcome and encouraged to apply. We are committed to race, gender, and economic justice in our work and within our workplace. Staff members who are not managers are members of the LSSA/NOLSW UAW Local 2320.

Additional information about the practice may be found on our website, www.legalservicesnyc.org.

Salary Range (Based on years’ experience):

\$72,000 - \$108,000