

Brooklyn Legal Services (BLS) 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:**

Brooklyn Legal Services is part of Legal Services NYC (LSNYC) and provides highquality, innovative representation to address the pressing legal needs of Brooklyn's diverse, low-income communities. LSNYC's mission is to fight poverty and seek racial, social, and economic justice for low-income New Yorkers. LSNYC is the largest civil legal services provider in the country. Our staff of over 600 people, in neighborhood-based offices and outreach sites across all five boroughs, helps more than 110,000 New Yorkers annually. BLS focuses on the problems that have the greatest impact on our clients -- preserving affordable and decent housing, maintaining income support, redressing abusive lending and consumer practices, promoting family stability and mitigating the effects of domestic and intimate partner violence, advocating for the disabled and marginalized groups and working with immigrant clients to adjust, maintain, and defend their immigration status.

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. LSNYC provides numerous opportunities for growth and professional development. All employees are expected to learn about, seek to understand, and work to realize our DEIB goals. The Director of Intake's duties will include actively working to advance LSNYC's Diversity, Equity, Inclusion, and Belonging goals

### **Role & Responsibilities:**

While the Director of Intake will be responsible for overseeing the various intake systems across the program (both in the office and at off-site locations), the initial focus will be on in-court housing intake for the Right to Counsel (RTC) housing practice, intake for Benefits Access Plus (also known as Single Stop) Outreach grant, constituent referrals from elected officials and local intake processes.

- Directly supervising some intake staff, including RTC and Single Stop Intake paralegals;
- 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;
- In collaboration with BLS managers, help coordinate intake schedules and calendars to ensure adequate coverage at offices and off-site locations;
- 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 to ensure compliance with citywide intake protocols and requirements;
- Training all staff in best practices as it relates to intake and compliance.

The Director of Intake will report directly to the Director of Administration.

### **Requirements:**

- Excellent interpersonal skills and the proven ability to work with people;
- Prior supervision experience preferred;
- Excellent problem-solving skills;
- The ability to manage multiple tasks with efficiency;
- The ability to effectively interact with all levels of 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, and inclusion; and
- Prior legal services experience is strongly preferred.

### **How to Apply:**

Applicants should send a cover letter, resume, and two writing samples to [bkhiring@lsnyc.org](mailto:bkhiring@lsnyc.org). Please write "Director of Intake" in the subject line of the email. Only candidates selected for interviews will be contacted. No telephone calls,

please.

Brooklyn Legal Services offers an excellent benefits package and a highly competitive public interest salary. Benefits include health, dental, and vision plans; contributions to a 403(b) plan; and generous leave time. Salary is commensurate with experience.

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.

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.

BLS acknowledges that applicants from groups that have been historically marginalized are less likely to apply for positions unless they feel that they meet 100% of a job description's qualifications. We understand that the ideal candidate might not completely meet the criteria listed above or be equally proficient in each area; we especially encourage applicants who are impacted by LSNYC's work to submit their application anyway.

Salary Based on Years of Experience: \$74,304 - \$114,521