INTAKE SPECIALIST—LEGAL ADVICE AND REFERRAL CENTER (LARC)

Land of Lincoln Legal Aid seeks a full-time intake specialist at its Legal Advice and Referral Center (LARC) hotline. Land of Lincoln Legal Aid provides free civil legal services to low-income individuals in 65 counties in Illinois. We are committed to working for justice for those whose voices might otherwise not be heard; to empower individuals to advocate for themselves; and to make positive changes in the communities we serve. Our attorneys provide holistic legal advocacy in partnership with community organizations, social service agencies, and faith-based groups.

The LARC hotline is designed to promptly provide high quality information, legal advice, and brief legal services, in addition to referrals to the regional offices. The intake specialist in this position will screen callers and conduct phone interviews in a wide range of substantive areas of law, including housing, consumer, family, and public benefits.

Responsibilities include:
• Perform high volume client intake and interviews on the phone
• Evaluate applicant eligibility, interview clients and identify legal issues
• Keep records and enter data in case management system, including demographic data and case notes
• Provide customer service that is culturally competent and empathetic
• Clerical work and other administrative duties
• Other duties as assigned

Qualifications:
• Previous call center or hotline experience a plus
• Strong commitment to social and racial justice
• Attention to detail and highly organized
• Excellent verbal and analytical skills
• Ability to handle a fast-paced work environment
• Highly motivated and demonstrated ability to work independently as well as part of a team
• Spanish fluency preferred, but not required
• Computer proficiency required

Special Working Conditions and Demands:
• Land of Lincoln Legal Aid staff are primarily working from home during the pandemic; reliable internet capable of supporting video conferencing is required

Compensation:
$30,500+ (depending on experience). Excellent insurance and retirement benefits.

Please send a cover letter and resume to the following Managing Attorney:

Michele Davis, mdavis@lincolnlegal.org

Land of Lincoln is an equal opportunity employer and strongly encourages applications from people of color, persons with disabilities, women, LBGTQIA+, and gender non-conforming applicants.