



Breaking Barriers to Justice

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 provide high quality, prompt 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. In some instances, the intake specialist may conduct brief services in the areas of consumer law and sealing and expungement of criminal records.

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
- 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:

- Applicants must have reliable transportation
- The position is primarily office-based but applicants must have reliable home broadband internet

Compensation:

\$44,000/year and up, depending on experience. Excellent insurance and retirement benefits. Land of Lincoln is a 501(c)(3) non-profit and is an eligible employer for the federal public service loan forgiveness program

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.