



Breaking Barriers to Justice

Senior Criminal Records Intake Specialist

The Senior Criminal Records Intake Specialist plays a key leadership role in managing and elevating our intake processes, specifically those involving referrals from community partners and outreach events. This new position blends supervision, strategic coordination, and hands-on intake work to help support a seamless, trauma-informed, and high-quality experience for every client entering our system. The Senior Criminal Records Intake Specialist leads intake operations for criminal record relief outreach events, ensuring timely, accurate, and consistent processing of outreach related intake. The position also plays a significant role in maintaining and strengthening relationships with community partners in conjunction with the Regional Offices.

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 with 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.

Key Responsibilities:

- Manage intake workflow and referrals, assignments, and timeliness.
- Ensure compliance with intake policies, eligibility requirements, and documentation standards.
- Train and mentor intake staff on intake processes and best practices.
- Conduct client intake and provide legal advice in consultation with supervising attorneys.
- Identify and coordinate training for community partners on referral practices and standards.
- Other duties as required or assigned.

Qualifications:

- Five (5) years of relevant experience preferred; candidates with less experience who demonstrate strong skills and potential are encouraged to apply.
- Proficiency with case management systems, online intake platforms, and standard office software (e.g., Microsoft Office Suite, Google Workspace); experience with legal services eligibility guidelines preferred.
- High level of accuracy, timeliness, and professionalism.
- Ability to work independently, provide oversight, and collaborate effectively with diverse teams.
- Excellent organizational, communication, and problem-solving skills.
- Flexibility to travel and adapt to a dynamic work environment.

Special Working Conditions and Demands:

- Applicants must have reliable transportation
- Reliable broadband internet sufficient for videoconferencing.

Compensation: \$47,000 - \$63,000 (depending on experience). Excellent insurance and retirement benefits; excellent leave benefits. Land of Lincoln is a 501(c)(3) non-profit and is an eligible employer for the public service loan forgiveness programs.

Please submit your cover letter and resume with the subject line “Senior Criminal Records Intake Specialist” via email to Michele Davis at mdavis@lincolnlegal.org.

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