



Breaking Barriers to Justice

Senior Regional & Community Intake Specialist

The Senior Regional & Community Intake Specialist plays a key leadership role in managing and elevating our intake processes, specifically those involving Regional Office Intake 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 Regional & Community Intake Specialist ensures consistency and compliance across centralized intake by coordinating with regional offices, monitoring adherence to standardized guidelines, training of regional office intake staff and serving as the first point of contact for intake process issues. 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:

- Works closely with the regional offices' intake staff.
- Ensure regional offices follow standardized intake policies and procedures.
- Identify training needs and provide guidance, including staff training on intake guidelines, updates, 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.
- Coordinate intake at community events. case management systems
- 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).
- High level of accuracy, timeliness, and professionalism.
- Excellent organizational, communication, and problem-solving skills.
- Ability to work independently, provide oversight, and collaborate effectively with diverse teams.
- Flexibility to travel extensively 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.