



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 and/or provide legal advice in the areas of consumer law and sealing and expungement of criminal records.

Responsibilities include:

- Conduct high-volume client intake and phone interviews, assess eligibility, and identify legal issues
- Maintain accurate records in the case management system, including demographic data and case notes
- Provide culturally competent, empathetic customer service
- Travel with Mobile Justice (Mobile Legal Clinic) to deliver services in rural and underserved communities
- Perform clerical tasks, including support for the Administrative Secretary, and other duties as assigned
- Other duties as assigned

Qualifications:

- Call center or hotline experience preferred, with strong verbal communication and analytical skills
- Highly organized, detail-oriented, and able to work effectively in a fast-paced environment
- Self-motivated with the ability to work independently and collaboratively
- Commitment to social justice
- Spanish fluency preferred; 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
- Outreach work may require some occasional weekend hours

Compensation:

Salary range: \$44,000-\$58,500 per year, 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 your cover letter and resume to Michele Davis, LARC Managing Attorney, at mdavis@lincolnlegal.org.

Land of Lincoln is an equal opportunity employer and encourages applications from people of color, persons with disabilities, women, LBGTQIA+ gender non-conforming individuals, and people with life experiences or educational backgrounds that add to our diversity and our capacity to provide high quality legal aid.