LAND OF LINCOLN Legal Aid

Client Support Services Manager—Administrative Office

Land of Lincoln seeks a dynamic and experienced social work manager to lead its Client Support Services (CSS) Program. Land of Lincoln Legal Aid provides free civil legal services to low-income individuals in 65 counties in Illinois. We are committed to providing 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.

The CSS Program integrates social work and case management services into legal representation to help clients address barriers that may affect the success of their legal cases. Working alongside attorneys, CSS staff connect clients with community resources, provide advocacy and support, and help clients navigate challenges such as housing instability, domestic violence, health concerns, financial hardship, and other complex life circumstances.

The CSS Manager provides leadership and oversight for this program, ensuring the delivery of high-quality, holistic services throughout Land of Lincoln's service area. Working closely with regional office leadership, the Manager supervises CSS staff, strengthens collaboration between attorneys and case workers, and advances Land of Lincoln's holistic advocacy model. By addressing both legal and non-legal needs, the CSS Program helps clients achieve more stable, lasting outcomes and improves access to justice for Clients.

Responsibilities include but are not limited to:

- Lead and oversee Land of Lincoln's Client Support Services Program.
- Supervise, train, mentor, and evaluate CSS staff and practicum students.
- Ensure the delivery of high-quality, holistic case management services to clients.
- Foster interdisciplinary collaboration to improve client outcomes.
- Support community outreach, education, and partnership development efforts.
- Maintain a limited caseload and support organizational initiatives as needed.
- Other duties as assigned.

Qualifications:

- Master's Degree in Social Work required; Juris Doctor (J.D.) degree preferred
- Three to four years of relevant experience preferred
- Demonstrated commitment to serving low-income individuals and diverse communities
- Strong leadership, supervision, interpersonal, communication, and organizational skills
- Ability to work independently and collaboratively in a multidisciplinary environment
- Commitment to social justice and holistic client advocacy

Special Working Conditions and Demands:

- Applicants must have reliable transportation, valid driver's license, and car insurance

Compensation: $70,000- $125,000 (depending on experience). Excellent insurance, retirement and leave benefits. Land of Lincoln is a 501(c)(3) non-profit and is an eligible employer for the public service loan forgiveness (PSLF) program.

Please email a cover letter and resume to Andrew Weaver, Deputy Director at aweaver@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.