LAND OF LINCOLN
Legal Aid

INTAKE SPECIALIST – LEGAL ADVICE & REFERRAL CENTER (LARC)
Passionate about helping low-income individuals with a range of civil legal issues?
Join Land of Lincoln Legal Aid to make a long-term impact!

Land of Lincoln Legal Aid seeks a full-time intake specialist at its Legal Advice & Referral Center (LARC) hotline. Land of Lincoln 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 our 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
- Other duties as assigned

Qualifications:

- Call center or hotline experience preferred, with strong verba 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: $44,000 - $58,500 per year (depending on experience). Excellent insurance and retirement benefits; excellent leave benefits. Land of Lincoln is an eligible 501(c)(3) employer for the federal public service loan forgiveness program.

Please send a cover letter and resume with the subject line "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+ 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.

LSC America's Partner for Equal Justice
LEGAL SERVICES CORPORATION

United Way