

CLIENT ADVOCATE

Legal Aid Justice Center

Charlottesville

About the Legal Aid Justice Center

The Legal Aid Justice Center is a nationally recognized nonprofit organization that partners with communities and clients to achieve justice by dismantling the systems that create and perpetuate poverty. Justice means racial justice, economic justice, and social justice.

From its offices in Charlottesville, Richmond, Petersburg, and Falls Church, LAJC is a fierce advocate for low-income clients and communities in Virginia. Just in the past year, we permanently repealed Virginia's driver's license suspension for court debt scheme, secured an injunction slashing the number of immigrants detained by ICE at the largest detention center in the Mid-Atlantic and passed a law giving Virginia oversight authority, won the nation's first COVID-specific, statewide, and enforceable workplace safety standards, passed legislation enabling communities to set up civilian oversight for law enforcement, and decriminalized school-based disorderly conduct, which was a leading contributor to the school-to-prison pipeline, especially for Black students.

Founded in 1967, LAJC provides services under four key program areas: Civil Rights & Racial Justice, Economic Justice, Youth Justice, and Immigrant Advocacy. LAJC boldly tackles issues of systemic injustice and aims to raise public and policymaker awareness of some of the most pressing challenges facing low-income Virginia residents. For more information, visit www.justice4all.org.

About the Position

Legal Aid Justice Center seeks a **Client Advocate**. The Client Advocate works closely with employees across departments and programs to streamline communication between staff and clients and provide administrative support. This position communicates with clients to define and clarify LAJC's mission, policies, and procedures; assists clients and staff with the intake process, provides clients with information and updates on cases; refers clients to outside sources, performs varied administrative tasks and services; and coordinates volunteers.

Job Duties

Client Support:

- Establish and maintain expertise in the client experience at LAJC from start to finish
- Schedule and confirm appointments, respond to phone messages, and conduct client interviews
- Proactively expedite intake procedures and provide backup coverage for the front desk position
- Provide client referrals and maintain lists of resources for clients in relevant subject areas

Administrative Support:

- Provide administrative support to all departments and perform general clerical duties as assigned. Tasks are compiled and prioritized by the supervisor to maintain manageable workflows.
- Attorney support – prepare and distribute materials and information for client cases and other legal issues and assist with paper and electronic filing. With approval from LAJC’s lawyers, provide clients with advice, information, and updates on their cases.
- Organizer support – assist with communications with clients and community partners, and support intake for clients referred by organizers
- Development and Communication support – prepare and distribute materials and assist with events
- Support LAJC’s outreach and resource-sharing initiatives

Volunteer Coordination:

- Assess and respond to the volunteer needs at your office including answering volunteer requests, placing volunteers, and coordinating volunteers for outreach events
- Train and supervise administrative volunteers and support other staff to supervise volunteers

Required Qualifications

- Strong commitment to social, economic, and racial justice
- 3 years of customer service or related work experience
- Proficient with Microsoft Office applications
- Exceptional organizational skills and attention to detail
- Ability to multitask in a high-stress environment
- Ability to work in a team environment

Preferred Qualifications

- Bilingual (English/Spanish)
- Bachelor's degree or equivalent experience
- Excellent interpersonal skills with the ability to manage sensitive and confidential situations with tact, professionalism, and diplomacy
- Skills in professional email, verbal etiquette, and effective communication

Location

This role will be based in our Charlottesville office. Occasional travel between offices will be required.

Application Deadline

July 13, 2022. We accept applications on a rolling basis and encourage candidates to apply as soon as possible.

Salary

Salary range is \$50,000 to \$65,000 based on years of relevant experience and LAJC’s formal salary scale.

Benefits

Our mission is compelling, and our team members are passionate about their work, and so we recognize the need to provide generous benefits and encourage rest and a healthy work environment. For example, we provide:

- Generous paid time off every year, including 3 to 6 weeks of vacation, 12 days of health leave, 6 weeks parental leave, and 14 holidays (not including bonus holidays/rest days allocated as needed)
- 100% employer paid health, dental, and vision insurance, plus excellent family insurance with annual max of \$2,400 premium contribution to LAJC-sponsored health plan
- 403(b) retirement plan with 4% employer contribution (no required match)
- Strong commitment to professional development
- Relocation package

Application Instructions

Email a cover letter and resume to Andrea Mayfield, Director of Administration and Facilities, at hire@justice4all.org. If you're able, please submit your application as a single PDF titled "[date submitted in yyyy.mm.dd format][last name][first name][position sought]." Please include "Charlottesville Client Advocate" in the email subject.

The Legal Aid Justice Center is an equal opportunity employer, committed to inclusive hiring and dedicated to diversity in our work and staff. We strongly encourage candidates of all identities, experiences, and communities to apply. The Legal Aid Justice Center is committed to strengthening the voices of our low-income clients, working in collaboration with community partners, and rooting out the inequities that keep people in poverty. We strive to take on the issues that have broad impact on our client communities and to be responsive to client input. Recognizing the particular impact of racism on our clients and staff, we devote special attention to dismantling racial injustice. All applicants must be dedicated to working in and sustaining an environment that enables staff and clients to feel empowered, valued, respected, and safe. In reviewing applications, we look for evidence that applicants have experience and/or thoughtfulness in working with traditionally marginalized populations.