

Thurston County Volunteer Legal Services

Serving Thurston, Mason, Grays Harbor, Pacific, and Lewis Counties



Housing Justice Intake, Referral and Outreach Specialist

Applications due no later than September 12, 2021.

First review will be Monday, September 13.

Thurston County Volunteer Legal Services provides free, civil (non-criminal) legal assistance to low-income residents of Thurston, Mason, Grays Harbor, Lewis, and Pacific Counties who have legal issues in landlord/tenant, eviction, family law, consumer debt, estate, and employment.

POSITION: Thurston County Volunteer Legal Services (TCVLS) is hiring a Housing Justice Intake, Referral and Outreach Specialist (hereafter referred to as the Intake Specialist). This position is dependent upon grant-funding and hours may vary. While the position may be full time, candidates only available for part-time work (20 or more hours per week) are encouraged to apply. This position is an entry level social work position providing intake, referral, and outreach services to those applying for eviction-related legal services from our Housing Justice Program. Work is in-office (not remote).

SUPERVISION: The Executive Director is the hiring authority. The position reports on a day-to-day basis to the Managing Attorney. The Intake Specialist works closely with other members of the Housing Justice Project/Eviction Defense Team.

RESPONSIBILITIES: The Intake Specialist is the initial point of contact for low-income individuals and families facing eviction. The Intake Specialist answers intake calls in real time and promptly returns calls to those leaving messages or sending emails. Under the close supervision of the Managing Attorney, the Intake Specialist will refer eligible cases to the appropriate Right to Counsel attorney using the case management system.

The Intake Specialist:

- Obtains personal information needed to determine eligibility for legal services.
- Seeks clarity on client circumstances and legal issues.
- Schedule clients to speak to a housing staff attorney or a volunteer attorney at one of TCVLS legal advice clinics.
- Either initially or after speaking to an attorney, may refer clients to other social, health and/or legal services.
- Enters client data and other information into a web-based case management system.
- Assist at legal advice clinics for Housing Justice Project, including organizing information attorneys need on a case-by-case basis, connecting clients with attorneys, and connecting attorneys with mentor attorneys as needed.



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MEMBER

The Intake Specialist also tracks evictions filed and court proceedings for all five of the counties in the TCVLS service delivery area and will reach out to those who might be eligible for our services. The Intake Specialist works closely with Eviction Defense attorneys to follow-up and schedule appointments with eligible clients.

The Intake Specialist will also follow-up with clients as requested by attorneys providing them with referrals to other types of services they might need. Typical referrals would be to organizations such as community action agencies, Dispute Resolution Centers, Family Support Center, Family Education and Support Services, food banks and CIELO.

The Intake Specialist will also develop and provide or present informational materials about eviction defense service at community outreach events. Outreach could include mailings, resource fairs, and contact with other community programs.

REQUIRED EDUCATION: Bachelor of Art's in Social Work or similar. Verification of degree expected.

REQUIRED SKILLS: The Intake Specialist must have excellent communication and organizational skills. The Intake Specialist must know how to work with individuals and families in crisis and understand the impacts of trauma. The Intake Specialist must be aware of Access to Justice principles and provide culturally competent services to a diverse population. Familiarity with personal computer and the ability to operate web-based software using computers is required. The Intake Specialist must be fluent in English.

Some evening and weekend work may be required. The Intake Specialist must have a valid Washington State Driver's License and automobile insurance. The Intake Specialist is required to provide own transportation for any offsite meetings or events.

DESIRED SKILLS: Ability to converse with clients in Spanish is desired but not required.

LOCATION: This position is an in-person position at the TCVLS office located at 3545 7th Avenue S.W., Terrace Level, in Olympia, WA.

HOURS EACH WEEK: 35 hours per week is considered full-time. Candidates who want to part-time (more than 20 hours per week) will be considered.

WAGES: \$22.00 per hour starting wage. A monthly health stipend is paid to full time employees. All employees accrue vacation and sick leave.

APPLICATION PROCESS: Please send a letter of interest, resume and three references to Rachael Lundmark either by email (director@tcvls.org) or U.S. Mail (P.O. Box 405, Olympia WA 98507-0405).

TCVLS is committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. TCVLS staff and its Board of Directors believe in the power of diversity and are committed to building a culturally inclusive team.

