

Call Center Staff Attorney

Position Summary:

This is a professional position involving the delivery of high quality legal advice, counseling and brief services as a licensed attorney. It requires excellent client interviewing skills, a substantial knowledge of a broad range of poverty law issues and the ability to give immediate assistance to clients whose problems do not require litigation or other advocacy services. This position requires the ability to initiate and guide the process of referral of qualified cases, which require extended legal services, to NMRLS field offices, the MVLP Program, and other programs, both intra and out-of-state.

Duties and Responsibilities:

The Call Center Staff Attorney is responsible for:

1. Performing high volume client intake over the telephone, confirming applicant eligibility and evaluating the complexity of each client's legal problem.
2. Providing immediate legal advice, counseling, and brief services to clients who do not qualify for extended representation, including the preparation of appropriate confirming letters and any necessary self-help attachments.
3. Referring callers with non-legal problems to appropriate social service agencies, and those with complex advocacy issues or who have problems requiring litigation to volunteer lawyers, private attorneys or field offices.
4. Using computers for accurate recording of client information such as eligibility, case notes, case management, and referrals.
5. Participating in community and statewide activities to support and promote the telephone helpline and its services.
6. Supervising the work of Paralegals, Intake Screeners and Call Center volunteers.
7. Assisting the Call Center Director in the hiring, training, and retention of Paralegals, Intake Screeners and Call Center volunteers.
8. Assisting the Call Center Director in preparing statistical reports.
9. Assisting in developing and updating appropriate legal advice and brief service letters, legal instructional materials, and other written materials as needed.
10. Participating in Advocacy Groups (task forces) relating to specific practice areas and

implementing the Advocacy Group work product to enhance the performance of the Call Center.

11. Performing all other related duties and/or responsibilities as assigned.

Knowledge and Abilities:

1. Knowledge of the local, state, and federal laws, statues and rules and regulations affecting low income clients.
2. Familiarity and experience working with a wide range of social service agencies and people from diverse backgrounds.
3. Must be computer literate and skilled in the operation of modern office and computer equipment.
4. Skills to coordinate and communicate effectively with clients, management, staff, officials, agencies, organizations, clients, members of the private bar and public.
5. Skill to effectively multitask according to priority.
6. Knowledge of LSC policies, procedures, rules and regulations and of NMRLS rules, policies and procedures.
7. Knowledge of principles and practices of leadership, motivation, team building, conflict resolution.
8. Ability to manage time and resources in a dynamic environment
9. Ability to communicate fluently in Spanish is desired
10. Willingness to learn and be supervised
11. Good listening and interviewing skills

Characteristics and Professional Qualifications:

A highly motivated and creative professional with demonstrated work experience in planning, decision-making, problem-solving and delegating. Ability to calmly deal with uncertainty and adapt to volatile and evolving situations. Excellent interpersonal communication and relation skills, ability to engage with and be accepted by clients, the community and colleagues.

Minimum Qualifications:

Completion of all requirements for a law degree from an accredited institution. A minimum of least three years experience in the practice of law preferred. Must be a member in good standing with The Mississippi Bar.

FLSA Status: Non-Exempt
Reports to Helpline Manager
August 2009