



**Legal Assistant
March 2024**

About the Role:

Volunteers of Legal Service seeks a full-time Legal Assistant to support the work of our legal projects. This position is part of union ALAA UAW Local 2325 and reports directly to the Director of the Microenterprise Project.

Organizational Mission:

For nearly 40 years, VOLS has partnered with New York City's leading law firms and companies as well as community-based organizations to help close the access to justice gap for low-income New Yorkers. VOLS provides free, civil legal services to New Yorkers with limited resources, including older adults, veterans, individuals entitled to public benefits, immigrant youth, children and their families, mothers in prison or jail, and small business owners. In 2022, VOLS assisted clients on more than 4,000 legal matters and our services benefited nearly 6,200 individual New Yorkers. VOLS' staff of 21, including 15 attorneys and law graduates, works with volunteer lawyers from over 80 law firms/companies to exponentially increase our impact. We partner with 150+ community groups to ensure that our services are accessible and address local needs. VOLS strives to build and retain a diverse and inclusive team, and we actively seek a diverse candidate pool. We strongly encourage candidates who have had lived experience in the communities we serve.

Responsibilities:

The Legal Assistant will work to support VOLS's legal staff by providing the following support:

- Client Engagement and Intake:
 - Conducting screenings of applicants for service, including obtaining necessary demographic data, determination of eligibility, and scope of the client's request for assistance. This includes hotline callbacks, in-person clinics, and other sources of intake.
 - Coordinating follow-up services, including scheduling appointments, corresponding with clients, and gathering documents and other information from clients.
 - Providing applicants and clients with information, referrals, and/or advice under the supervision of an attorney.
 - Effectively communicate with clients to gather information, assess needs, and provide initial assistance or referrals.
- Administrative support:
 - Entering and maintaining confidential client information and records in VOLS' electronic case management system.
 - Creating and maintaining volunteer attorney profiles in electronic filing system.
 - Opening and closing files for clients and ensuring compliance with program protocols.
- Provide pro bono support by following up on matters placed with volunteers, providing client information to volunteers, and assisting with coordinating of pro bono clinics.
- Community engagement:
 - Attending community group meetings.

- Coordinating logistical needs of community outreaches, workshops and presentations.
- Receiving and maintaining accurate and up-to-date resource materials.
- Participate in committees and collaborative efforts to benefit the organization, as appropriate.
- Performing other duties as assigned by their supervisor, the Legal Director, and/or Operations Director.

Qualifications:

- Experience working in a legal setting preferred. Bachelor’s degree, a plus.
- Excellent organizational skills, solution driven, and comfortable working on multi-faceted projects.
- High level of adaptability and reliability as required in a legal environment.
- Ability to work both independently and in collaboration with others.
- Ability to work with discretion and handle confidential materials and information.
- Excellent time management skills and keen attention to detail.
- Ability to identify client needs as well as addressing any challenges or obstacles that may arise during the intake process.
- Flexibility to work outside of regular office hours when necessary.
- Demonstrated commitment to social justice, providing high-quality, free legal services to low-income New Yorkers and promoting volunteerism.
- Familiarity with or interest in learning about the legal needs of small businesses and nonprofit organizations, a plus.
- Experienced with Office 365, data management and tracking systems, and with Zoom (or similar platforms), including hosting webinars and utilizing breakout rooms for event facilitation, a plus.
- Professional fluency in one of the top five languages spoken in NYC, a plus.
- Familiarity with LegalServer, a plus.

The position will be hybrid after the first six months. The position will be fully in person during the six-month probationary period. After, employees may work remotely up to eight days per month. Local travel to meetings, clinics, and other events are required.

All candidates must be fully vaccinated against COVID-19 including a Bivalent vaccine dose or latest 2023–2024 COVID vaccine formula, unless provided a reasonable accommodation pursuant to applicable federal, state and local statutes.

Compensation and benefits:

The annual salary range for this position is \$45,900 to \$52,020 for candidates with up to 5 years of experience and will be determined by our collective bargaining agreement and be commensurate with experience. VOLS offers an excellent benefits package, including health, life and disability insurance, a retirement plan to which VOLS contributes and the option to contribute to a 403(b) plan. We provide 25 days of paid vacation, 12 days of paid sick leave, and 3 personal days annually.

How to apply:

To apply for the position, please email your cover letter, resume to apply@volsprobono.org with the subject “Legal Assistant.” Request for writing sample and 3 references to follow. Applications will be reviewed on a rolling basis. No phone or email inquiries, please.

Diversity, Equity, and Inclusion Commitment:

VOLS strives to build and maintain a diverse workplace that embraces staff with different backgrounds, identities, and experiences. We seek a diverse applicant pool and particularly welcome and encourage applicants from marginalized communities, including, but not limited to, those who identify as Black, Indigenous, people of color, women, queer, transgender, gender non-conforming, disabled, immigrants, uniformed service, people from low socio-economic backgrounds, and those directly impacted by the legal system.

VOLS is an equal opportunity employer, and does not discriminate on the basis of race, ethnicity, nationality, religion/creed, age, disability, sexual orientation, biological sex, gender identity/expression, family status, military service or any other status protected under the law.