



Centro Legal de la Raza

*Working for Justice
Strengthening Community
Since 1969*

Centro Legal de la Raza Seeks Intake Specialist (Temporary Full-Time)

Title: Intake Specialist

Reports to: Director of Programs and Advocacy

FLSA Status: Non-Exempt

The Organization: Founded in 1969 Centro Legal de la Raza (Centro Legal) is a comprehensive legal services agency focused on strengthening low-income, immigrant, and Latino individuals and families by providing bilingual and culturally competent legal representation, education, and advocacy. The mission of Centro Legal is to protect and expand the rights of low-income people, particularly monolingual Spanish-speaking immigrants. Centro Legal has office in Oakland, CA and San Francisco, CA.

Centro Legal de la Raza provides free legal services through our Immigrants' Rights Program, Tenants' Rights' Program, and Workers' Rights Program. Also, we promote diversity in the legal field through diversity pipeline programs in our Youth Law Academy. Our legal practice programs focus on serving the needs of our most vulnerable community members, including families living in poverty, women, children, victims of violent crimes, survivors of domestic and sexual violence, and detained individuals in removal proceedings. We offer comprehensive, full-service direct representation to our clients as well as legal rights education and client intake through our various clinics. We promote and defend the civil and human rights of the most impacted individuals and communities with cultural humility.

Job Description

The Intake Specialist works in a dynamic, grassroots, community law center and within a larger community of supporters, allies, and leaders advancing civil rights and social justice. The Intake Specialist is often the face of Centro Legal, as the first point of contact for clients and visitors.

The job involves being able to work simultaneously with callers, clients, walk-ins, and staff.

*Currently, intake staff are only in the office to handle essential activities and most of this work is done remotely because of the pandemic.

Duties and Responsibilities

- Provide accurate information and referrals, and schedule appointments.
- Manage and monitor client data collection, client database, office phone, and calendaring systems.
- Conduct client intake, needs assessment, and referral during drop-in and intake hours.
- Conduct assessment during legal clinics, which occur on a weekly basis.
- Provide direct support to the staff attorneys as needed.
- Assist with various operational duties including ordering office supplies, managing facilities, and receiving and distributing mail.

- Perform additional duties as assigned by the Director of Programs and Advocacy.

Qualifications

First and foremost, the applicant must share Centro Legal's mission and vision of social justice. Below are additional qualifications.

- Strong bilingual writing and oral communication skills (in Spanish and English) required.
- Additional oral communication skills in Maya Mam language preferred.
- AA or Bachelor's Degree.
- Strong leadership skills and ability to take initiative.
- Ability to work respectfully and with cultural humility with diverse people, low-income people, and the general public.
- Ability to organize, multi-task, work independently, work in a team, and speak publicly.
- Ability to think strategically and exercise a high level of judgment.
- Ability to assess information and deal with changing priorities.
- Computer literacy in MS Office Suite, Word, Excel, Google applications, and online databases.
- Ability to work in a fast-paced environment and manage several projects at once.
- Ability to prioritize and organize work to ensure that it is completed within the given time frame.
- Strong customer service skills.

Preferred But Not Required:

- Familiarity with Salesforce.
- Personal or professional experience preferred in one or more of the following: nonprofit; legal aid; grassroots leadership development; advocacy; community outreach; coalition building; or community organizing.

Compensation and Benefits

Compensation is \$20.00 /hr. plus benefits, medical, dentals, vision, FSA, where temporary employee is employed 90 days or longer.

Applications: Review of applications will begin immediately and continue until the position is filled. Applicants are encouraged to apply as soon as possible. Submit via email only: 1) detailed cover letter describing desire to work with the low-income, monolingual Spanish-speaking community, 2) resume, and 3) a list of three professional references to jobs@centrolegal.org. Place these words in the subject line "Temporary Intake Specialist."

Centro Legal de la Raza is an equal opportunity employer that does not discriminate on the basis of race, religion, disability, gender identity, nationality, ethnicity, sexual orientation, or any other prohibited category. Centro Legal de la Raza is an affirmative action employer and strongly

encourages women, people of color, immigrants, LGBTQ, older persons, persons with disabilities, and all qualified persons to apply.

POSITION OPEN UNTIL FILLED