

JOB ANNOUNCEMENT

Position: Intake Manager
Reports to: Deputy Director
Bargaining Unit: No
FLSA: Exempt
Type: Full Time



About the Position:

Reporting to the Deputy Director, the Intake Manager will be responsible for Centro Legal's client intake function. The Intake Manager will partner closely with the Deputy Director and Practice Leaders to facilitate seamless community access to an ever-increasing need for the organization's services. The Intake Manager will guide the Intake Team's successful day-to-day activities. The Intake Manager will lead with transparency and trust building practices in order to deepen Intake staff empowerment with voice and choice, creating space for the Intake team to set up peer supportive practices and systems. The Intake Manager will directly supervise Intake staff.

The ideal candidate will have a proven track record of successful client services work; a demonstrated commitment to working with **immigrant, low-income, Black, and Latinx communities**, and a passion for **tenants' rights, immigrants' rights, and/or workers' rights law and policy**.

Key Responsibilities:

- Directly supervise, train, and support the intake team, including coordinating Intake coverage
- Welcoming clients with impeccable customer relations and communication skills;
- Establish, document, and maintain policies and procedures, identify and implement process improvements to increase efficiency and accuracy, and ensuring protocols are up to date;
- Oversight of all organizational systems involving daily mail, incoming calls, intake phone calls, intake emails, and faxes;
- Working collaboratively with Immigration/Tenants Rights/Workers Rights programs to develop and streamline centralized Intake policies, procedures and improve client service overall;
- Assisting legal assistants and attorneys as needed with collecting documentation;
- Assisting with operations duties as needed;
- Coordinating Intake professional training (e.g., customer service, project management, communication, vicarious trauma, and de-escalation) and organizing an annual Intake retreat
- Assisting team members with emails and voicemails;
- Screen individuals, over the phone, by email, and in the office for eligibility for services, assess legal issues, and provide or coordinate appropriate assistance;
- Distribute EADS/Passports/Biometrics Notices to clients as needed;

- Primary point of contact to handle client grievances with professionalism, attentiveness, patience, kindness and cultural competence.
- Support collaboration with community partner organizations through referrals and service coordination
- Tracking client intake and legal services through comprehensive data entry in Centro Legal's database as required for grant or project reporting, as well as organizing and analyzing data calls per program and prepare monthly/quarterly reports

Key Qualifications:

- 6-10 years of experience in direct services, social service administration, or similar.
- Proven and strong management and leadership skills
- Understanding of best practices and experience in building inclusive and engaged workplaces; cultural awareness and sensitivity with lens on racial and gender equity; experience supporting a multi-generation workforce
- Welcome challenges and take proactive approach to problem solving
- Capacity to build trust and establish rapport as both a leader and colleague, and an ability to facilitate difficult conversations and to provide and receive feedback
- Demonstrated effectiveness at listening and responding with empathy in a diverse environment, building consensus, and managing conflict
- Ability to clearly and consistently articulate a deep understanding of racial equity and structural racism as it relates to the work we do and how we operate internally at Centro Legal
- An understanding of and commitment to Centro Legal's mission required
- Experience working with immigrant, low-income, Black, and Latinx communities required
- Extraordinary emotional intelligence and interpersonal, written, and verbal communication skills, with the ability to interact with a wide range of audiences on complex issues

Compensation

Salary is competitive and commensurate with experience ranging from **\$78,000-\$85,000**. We provide a generous benefits package, including 401K, life insurance, leave policies, vacation, and December holiday office closure at full pay.

To Apply

Review of applications will begin immediately and continue until the position is filled. Applicants are encouraged to apply as soon as possible. To apply, send a brief cover letter, resume, and list of three professional references by email to jobs@centrolegal.org. Include **"Intake Manager"** in the subject line.

About Centro Legal de la Raza:

Founded in 1969 and headquartered in Oakland, California, Centro Legal de la Raza (Centro Legal) is a comprehensive legal services and advocacy organization protecting and advancing the rights of immigrant, low-income, and Latino communities through bilingual representation, education, and advocacy. We combine quality legal services with know-your-rights education, affirmative litigation, and youth development, ensuring access to justice for thousands of individuals and families each year throughout Northern and Central California. Centro Legal's multifaceted approach to legal advocacy on

behalf of the most vulnerable amongst us is purposefully designed to ensure access to justice. To this end, we pride ourselves in the three key components of our work: creating leadership, empowerment, and equity in our community. We focus on leadership by providing guidance and mentorship to the next generation of attorneys and judges of color through our Youth Law Academy and Diversity Legal Pipeline programs. We incubate community empowerment by advocating for positive change in local and state governments, creating meaningful dialogue on issues through our communications and media strategies, and by engaging in true, collaborative based, community lawyering. Finally, we ensure equity through high quality bilingual legal services and courtroom advocacy.

POSITION OPEN UNTIL FILLED

Diversity Statement

Centro Legal de la Raza is an equal employment opportunity employer and does not discriminate on the basis of race, color, religious creed, sex, pregnancy), gender, national origin, ancestry, citizenship, age, medical condition including genetic characteristics, mental or physical disability, military or veteran status, marital status, family responsibilities, caregiver status, sexual orientation, gender identity (including transgender status), gender expression, weight, height, linguistic characteristics (such as accent and limited English proficiency where not substantially job-related), citizenship status, status as a victim of domestic violence, sexual assault, or stalking, HIV/AIDS status, or any other basis prohibited by law. Centro Legal also prohibits discrimination based on a perception that an individual has any of the characteristics of the protected classes listed above, and further prohibits discrimination against an individual who is associated with a person who has, or is perceived to have, any of those characteristics.