



## **Legal Assistant – Northshore Office**

The Pro Bono Project's mission is to provide free, quality civil legal help to the underserved by engaging volunteer lawyers to render pro bono services. Founded in 1986, The Project currently serves Orleans, Jefferson, Plaquemines, St. Bernard, St. Tammany and Washington parishes.

The Pro Bono Project recruits, trains and mentors volunteer attorneys on a wide variety of civil legal aid matters, including successions, advance directives, divorce, provisional custody by mandate, child in need of care, public benefits, immigration, housing, bankruptcy and consumer cases. Low-income clients who meet financial and legal eligibility requirements are matched with a volunteer lawyer who provides them with pro bono representation. The pro bono mentoring method of providing technical subject matter expertise to volunteer lawyers is an efficient approach for the private bar to positively contribute to their community. The Project's panel of approximately 1,800 volunteer attorneys represents an extensive and diverse pool of legal expertise, creating the opportunity for The Project to respond to a diverse array of legal problems.

### **Legal Assistant Position Description**

We are seeking an engaging, empathetic, and organized team member to provide critical administrative and program support to our legal services operation on the Northshore. The Legal Assistant's primary function is to interview potential clients, identify the areas in which they are in need of assistance, and connect them to resources both within and outside of The Pro Bono Project. The Legal Assistant will assist in community outreach events and aid the Northshore's Managing Attorney in these efforts.

This position involves frequent interaction with clients, so a caring approach, strong verbal and written communication skills, and professionalism are of the utmost importance. The successful candidate will be a detail-oriented person who is passionate about social justice and wants to engage with the public. This position is ideal for candidates interested in pursuing a career in the law; the selected candidate will learn to spot different types of legal issues, ask prospective and current clients for the information relevant to our services, and then, document and communicate that critical information to colleagues in a consistent and efficient manner. The selected candidate will also become well-versed in an array of nonprofit and governmental resources in order to refer callers who are ineligible for our services to help outside of The Pro Bono Project. The Legal Assistant is the first person with whom most prospective clients will engage when they reach out for help; they hold a vitally important role within the office.

### **Key Areas of Responsibility**

- Answer the phone line, email, and fax accounts and screen callers to determine eligibility to receive PBP services.
- Provide assistance to current and prospective clients who walk in to the office to complete and application or seek an update in their case.
- Provide information (letters, pamphlets, etc.) to help callers and clients, including referral resources to other agencies and the private bar when applicable.

- Prepare intake materials and case file for the attorney handling case
- Identify and gather necessary documentation and information for the merits of the case to be evaluated by the Managing Attorney.
- Provide case-related updates to clients and update case handlers on any communications from their clients
- Develop resources for St. Tammany and Washington Parishes including outreach to potential community partners, social service agencies, and other relevant stakeholders.
- Participate, when needed, in legal clinics.

### **Qualifications**

- Minimum of 1-year experience working in an office setting. Must be highly organized, possess strong attention to detail, and consistently follow internal policies and procedures.
- Demonstrated proficiency in Microsoft Office and data entry
- Excellent writing and oral communication skills; must have a calm, courteous, and attentive professional demeanor and be able to work effectively with a wide range of people
- Valid, unexpired Louisiana driver's license and personal transportation

### **Additional Desired Qualifications**

- Bachelor's degree
- Fluency in Spanish
- Experience working or volunteering in a legal and/or non-profit environment, on poverty issues and/or a passion and interest in social justice work
- Notary license
- Experience working with Vonage or similar internet-based phone system

### **Salary**

- This is a salaried, full-time position. The Pro Bono Project is an equal opportunity employer. The salary for this position is commensurate with similarly-situated nonprofit legal service organizations, based on experience and qualifications. Excellent benefits include health insurance, a defined contribution retirement plan, and generous vacation, holiday and medical leave policies.

### **Application Details**

- Applications will be accepted on a rolling basis, but priority will be given to applications that are submitted before August 1, 2023. Please send a resume, cover letter, and list of three professional references to: [cckahr@probono-no.org](mailto:cckahr@probono-no.org), with the subject line "Northshore Legal Assistant." Should you require reasonable accommodations during the application, interview, or hiring process, please contact Kathryn Lafrentz via email (preferred) at [klafrentz@probono-no.org](mailto:klafrentz@probono-no.org) or by phone at (504) 581-4043.