

## **INTAKE SPECIALIST - FULL TIME**

Mid-Minnesota Legal Aid (MMLA) is seeking a full-time Intake Specialist to join the Minneapolis Intake team. Intake team members support the intake process for clients seeking help from Legal Aid. Intake team members use a person-centered approach to help clients from all backgrounds and with all English language abilities in accordance with MMLA's Racial Justice Values Statement.

As an equal opportunity employer, MMLA is committed to inclusive hiring and dedicated to diversity in our work and staff. We strongly encourage candidates of all identities, experiences, and communities to apply. We welcome information about how your experience can contribute to serving our diverse client communities. Applicants are encouraged to share in their cover letter how they can further our goal of equal justice for all. We are committed to a discrimination- and harassment-free workplace.

### **RESPONSIBILITIES:**

- Apply the principles of MMLA's Racial Justice Values Statement in all interactions.
- Conduct initial client intakes, including: determining eligibility, interviewing potential clients to collect facts in the case, writing a summary of the interview, and entering information into the LegalServer case management database.
- Attend team meetings and serve as liaison to an assigned legal unit.
- Answer the main phone line and direct callers to staff.
- Process office files by updating information in an electronic database (currently Legal Server).
- Greet and assist visitors to the office and cover the reception desk occasionally.
- Other duties as assigned.
- Suggest improvements to internal processes to better serve our clients.

### **QUALIFICATIONS:**

- Experience working with and interest in helping our client community, including people from diverse backgrounds, people who have disabilities, and people experiencing homelessness.
- Excellent written and oral communication skills.
- Proficiency with Microsoft Office, including Microsoft Teams, Outlook, etc.
- Ability to work as part of a team, multi-task, and work well under pressure.
- Self-motivated worker with a respectful and patient demeanor.
- Knowledge of community resources preferred.
- Language proficiency, particularly in Somali, Spanish, Arabic, Hmong, or Oromo preferred.
- Experience in legal services preferred.

**SALARY:** \$44,433 to \$55,483 annually, depending on experience. Employees are paid for five full days of work but enjoy Friday afternoons off. Benefits include family medical and

dental insurance, short- and long-term disability, life insurance, 403(b) with employer match, FSA, employee assistance programs, and generous paid time off. Employees qualify for benefits on the first day of employment.

APPLICATIONS: Submit résumé and cover letter expressing interest at <https://mylegalaid.org/employment>.

If you require a reasonable accommodation for completing this application, interviewing, or otherwise participating in our employee selection process, please contact Ann Cofell at [acofell@mylegalaid.org](mailto:acofell@mylegalaid.org). Please direct all other inquiries to [hire@mylegalaid.org](mailto:hire@mylegalaid.org).

Mid-Minnesota Legal Aid is an Equal Opportunity/Affirmative Action employer.