



Northwest Justice Project

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César E. Torres
Executive Director

Job Announcement Telephone Intake Screener Full-Time – Remote

Northwest Justice Project (NJP) is a not-for-profit statewide law firm with a mission of combating injustice, strengthening communities and protecting human dignity. NJP secures justice for people in or near poverty through high quality legal advocacy that promotes the long-term well-being of low-income individuals and families through legal representation, community partnerships, education, and other advocacy.

NJP's Screening Unit plays a critical role in the statewide delivery of civil legal assistance to low-income communities across Washington State. The Screening Unit is a central point of entry to legal services available through NJP and other legal service providers across the state.

NJP seeks two full-time legal services intake screeners to determine eligibility for people seeking legal services through the CLEAR hotline, the Eviction Defense Screening telephone line, several other projects within NJP, and partner legal aid organizations around the state. These positions may also serve as back-up to NJP's Seattle front desk/reception team. The positions will work remotely in Washington State with the possibility of working in-person as space is available.

NJP requires all employees to be vaccinated against COVID-19. Providing proof of COVID-19 vaccine is a condition of employment. Exemptions based on medical and sincerely held religious beliefs may be requested per NJP's EEO employer policy.

Duties include:

- Interview callers who are seeking help with a legal problem.
- Enter financial and personal information into a computerized case management system while speaking with caller.
- Determine caller's financial eligibility for service.
- Take notes regarding basic details of the legal issue contemporaneously while on the phone with the caller.
- Identify potential conflict of interest between callers and existing clients that should be reviewed by a supervising attorney.
- Identify callers with high-priority issues to direct to most appropriate legal resource, including CLEAR advocates, Eviction Defense advocates, or other forms of assistance for legal advice and possible referrals.
- Categorize cases by type of legal problem(s) presented and code accordingly.
- Work with advocates and other staff to assure high quality service to callers.

- Carry out clerical and other miscellaneous tasks as assigned.

NJP has adopted the Washington Race Equity and Justice Initiative (REJI) and is organizationally committed to fight racism and to incorporate equity and inclusion in our advocacy work and our internal systems and work environment. NJP expects all staff to uphold the REJI commitments and approach their role with a desire to learn and grow in this area.

Qualifications:

- Technologically independent: comfortable working between multiple programs and willing to learn and use computer applications such as Microsoft Teams, Outlook, call center software, and case management tools.
- Possess dependable computer skills, including proficient and accurate typing.
- Comfortable with telephone communication, especially with callers who may be in crisis.
- Able to convey patience and objectivity with a nonjudgmental attitude while maintaining control of client interviews.
- Able to gather and key in information simultaneously, taking clear and accurate notes.
- Attention to detail and excellent organizational skills, particularly with accuracy when gathering and recording specific information such as spellings of names, street addresses, and complicated financial information.
- Excellent interpersonal skills, positive attitude, and respect for co-workers and clients.
- Able to troubleshoot issues as they arise.
- Quick learner, able to work in time-pressured environment, able to take direction, and able to be flexible with changes to procedures.

Education and Experience:

- Experience working with low-income clients or marginalized communities as well as people from diverse racial, ethnic, and socioeconomic backgrounds.
- Spanish language proficiency strongly preferred.
- Familiarity with legal terminology and concepts preferred.
- Associate's degree or equivalent experience to demonstrate critical thinking and problem-solving skills preferred.

Northwest Justice Project is especially interested in qualified candidates whose professional, personal, and/or service experience allow them to contribute to and support the legal aid community's commitment to race equity.

Compensation: Starting salary is based upon years of experience, with an annual salary range starting of \$50,013 to \$75,902. This is a non-exempt (hourly) position. NJP offers comprehensive benefits package which includes 100% paid employee health premiums and significant premium shares for family health premiums, as well as generous time off.

Hours of Work: 9:00am – 5:00pm, Monday through Friday

To apply: Please send your resume and cover letter to resume@nwjustice.org

Application Deadline: February 2, 2024.

NJP is committed to a policy of equal opportunity and fosters an environment free of barriers and discriminatory practices. NJP actively promotes mutual respect, acceptance, teamwork and productivity. NJP is committed to maintaining an organization whose staff, Board and clients are diverse in background, experience, race, color, national origin, gender, age, religious preference, marital status, sexual orientation, gender identity, gender expression, sensory, mental or physical abilities, veteran status, and other qualities that strengthen the program while reinforcing its commitment to basic fairness. People of color, people who identify as transgender, lesbian, gay, or bisexual, and those with disabilities are strongly encouraged to apply. Individuals needing a reasonable accommodation for the application or interview process or for more information about the project should contact the Human Resources Department by calling (206) 464-1519.