

## **Position: Eviction Legal Helpline Coordinator**

The Virginia Poverty Law Center seeks a bilingual (English-Spanish) attorney or paralegal for a 9-month, full-time (40 hr/week) contract helping to manage VPLC's Eviction Legal Helpline. The Helpline is a free statewide resource for tenants facing potential eviction or lease termination. It provides legal information, advice from an attorney, and referral for additional legal services as appropriate.

The Eviction Legal Helpline is designed to be staffed mostly by volunteers with supervision, training, and technical support provided by the Helpline's director, a licensed attorney. This position will help VPLC meet the anticipated growth in demand for Helpline services as both emergency legal protections against eviction and extended unemployment benefits and other financial supports come to an end.

VPLC is looking to hire a J.D. or a paralegal to fill this position. The primary duties will be administrative, but if the hire is an attorney, they will also be given opportunities to practice law in the context of the Eviction Legal Helpline.

Duties will include the following:

- Contacting clients to perform case intake, relay legal information, and give referrals
- Managing and reviewing records in the Helpline's online case management system to ensure timely service and completeness
- Managing Helpline volunteer schedules and providing basic support to volunteers based on the Helpline's policies and documented processes
- Monitoring the flow of calls/cases through the system
- Looking for and tracking Helpline cases of topical or timely interest as identified by the Helpline's director
- Performing basic technical duties to maintain the Helpline system, including making regular database backups, deleting voicemails from inboxes, etc.
- Identifying and bringing to the attention of the Helpline director any technical or topical issues impeding the efficiency or effectiveness of our services

Desired skills include:

- Reliability, attention to detail, and good judgment
- Excellent customer service abilities
- Proven ability to manage multiple time-sensitive deadlines in a dynamic environment
- Strong written and verbal communication skills, including the ability to explain detailed issues in simple terms
- Experience serving people in under-resourced communities
- Fluent in Spanish and English
- Familiarity with basic civil legal concepts and terms, including attorneys' ethical obligations to clients
- Technological savvy, including basic familiarity with databases or case/customer management software

Position is contract, grant funded for nine months and pays \$41,250 for the period and could potentially be remote.