



Family Law Assistance Network Bilingual Intake Coordinator

At DC Affordable Law Firm (DCALF), we believe everyone deserves access to justice and that income should not be a barrier to a family's receipt of high-quality legal representation. DCALF was founded in 2015 with the mission of providing high quality, affordable legal services to DC residents who earn too much to qualify for the wide-range of free legal services available in the District but cannot afford representation by private attorneys. DCALF fills a sizeable void in the District's civil legal services landscape as the only nonprofit legal service provider in the District of Columbia centered on the family law, probate, estate planning, and immigration needs of the more than 125,000 hardworking DC residents living two-to-four times above the Federal Poverty Level. Additionally, DCALF is a partner in the Family Law Assistance Network ("FLAN"), an initiative providing limited-scope family law representation and legal assistance to otherwise self-represented DC community members from lower-income households. DCALF is part of an innovative access to justice movement seeking to close the civil justice gap and enhance equitable access to counsel. We are fiercely dedicated to leveling the playing field and ensuring historically underserved clients are able to tackle some of life's most daunting legal issues with a lawyer by their side.

Position Overview: DCALF seeks a full-time English/Spanish bilingual Intake Coordinator for the Family Law Assistance Network (commonly known as "FLAN"), a cross-organization rapid-response family law network comprised of attorneys from DC Affordable Law Firm, The Legal Aid Society of the District of Columbia, and the D.C. Bar Pro Bono Center. Since FLAN's inception in March 2020, FLAN has served more than 1,600 DC residents, with, on average, one dozen individuals seeking assistance each week. FLAN receives telephonic and email requests and referrals for assistance from community members, D.C. Superior Court, and community-based organizations. FLAN is open for intake Monday-Friday, 9:00 am-3:00 pm.

The selected candidate must have relevant prior experience in client intake and be comfortable serving as the front-line intake person for individuals navigating family law issues, including child custody, child support, contested divorce, and parentage cases. Additionally, the selected candidate is responsible for coordinating prospective client placement with one of the FLAN partner organizations, creating FLAN rotation calendars, running conflicts checks for DC Affordable Law Firm FLAN clients, maintaining records and data, tracking and aggregating data and trends across the network, communicating with referral partners, and translating documents/interpreting from Spanish to English and vice versa. The selected candidate is highly organized, adept at interviewing and interacting with persons from diverse backgrounds, has a strong sense of empathy, organization, and professionalism, is able to work independently to meet time-sensitive deliverables, and is committed to supporting our organization's race equity initiatives. Though the selected candidate will work with all three FLAN partner organizations, the new hire will be an employee of DC Affordable Law Firm, be supervised by DC Affordable Law Firm's FLAN Supervising Attorney, and participate in all DC Affordable Law Firm staff meetings and events. Seeking to fill this position as soon as possible.

This position is based in Washington, DC. Additional information regarding hybrid operations and expectations are outlined below.

Responsibilities:

- **Intake**
 - Conduct screening phone intakes with community members seeking family law legal assistance;
 - Oversee and address referrals sent via email from the DC Superior Court's Family Court Self-Help Center, Judge's Chambers, and partner referral organizations on behalf of community members;
 - Screen and triage community members' family law needs and match each community member to the appropriate FLAN member organization;
 - Monitor the status of referrals to FLAN member organizations;
 - Maintain transparent and timely communication with potential clients until the completion of their referral;
 - Provide out-of-network referrals when appropriate;
 - Conduct conflict checks for prospective DC Affordable Law Firm clients; and
 - Maintain confidentiality according to FLAN and DC Affordable Law Firm policies and procedures, and engage in all DCALF staff meetings and other staff-wide functions.

- **Data and Administration**
 - Maintain accurate client and FLAN member organization data;
 - Assist with program reporting to FLAN member organizations, referral organizations, and funders;
 - Maintain and update FLAN intake procedure and referral guides; and
 - Collaborate with FLAN staff on program policies, intake procedures, and member resources;

- **External Stakeholder Engagement**
 - Conduct outreach to community members and referral organizations;
 - Attend and participate in all meetings and trainings required by FLAN; and
 - Maintain confidentiality according to FLAN policies and procedures.

- **Client Assistance**
 - Assist DC Affordable Law Firm FLAN attorneys with client-specific tasks, where needed;
 - Assist with document translation and Spanish/English interpretation when appropriate; and
 - Assist with coverage for DCALF's Legal and Administrative Assistant as needed.

- **Qualifications**
 - Minimum of two years of experience in client intake/intake coordination;
 - Spanish fluency required;
 - Ability to multitask in a fast-paced environment;
 - Ability to foster strong relationships with clients, colleagues, partner organizations, and government agents;
 - Excellent oral and written communication skills;
 - Willingness to learn, adapt, and incorporate constructive feedback;

- Microsoft Excel proficiency required;
- Leadership and decision-making skills; and
- Commitment to diversity, inclusion and race equity.

Compensation

Salary range of \$48,000-\$54,000 annually, consistent with experience. DCALF offers a 401(K) retirement plan, medical insurance, elective dental and vision insurance options. DCALF provides 10 days of vacation, 3 personal days, unlimited sick leave, all Federal and local holidays, winter break closure, and family and medical leave.

COVID-19 Considerations

Vaccine Requirement

DCALF staff must be fully vaccinated against COVID-19 and comply with all CDC-booster recommendations as a condition of employment, unless allowed an accommodation consistent with applicable law. Proof of vaccination is required for employment.

Work Environment

DCALF is currently working in a hybrid remote/in-person model. Due to the responsibilities of this position, it is paramount that the candidate come into the office with ease and regularity, approximately 3-4 days/week, consistent with evolving DCALF policies. This position may also require in-person intake at DC Superior Court or attendance for in-person community engagement events in the District of Columbia. Due to the evolving nature of the pandemic, our COVID-19 policies are also subject to change.

The ideal candidate for this position should maintain full-time residence in the District of Columbia, Maryland, or Virginia to facilitate ease of access to DCALF's physical office.

Application Process

- Please submit a cover letter, resume, one-page Spanish writing sample, and list of three references to info@dcaffordablelaw.org with the subject line "**FLAN Intake Coordinator, [First and Last Name]**." No calls will be accepted regarding this posting. Please note that applications will be reviewed on a rolling basis.

DC Affordable Law Firm is an equal opportunity employer. We provide equal opportunity to applicants without regard to race, color, religion, sex, pregnancy, national origin, ancestry, age, marital status, personal appearance, sexual orientation, gender identity or expression, family responsibility, political affiliation, physical or mental disability, or other classification protected by law.