



# Access ID Lead Intern

## Internship Position Description

**LAW Advocates' Mission:** Provide free civil legal assistance to low-income Whatcom County residents.

**Overview:** A State ID is required for many ordinary but important activities—accessing medical care, cashing a check, applying for a job or housing, and getting government benefits. It can be incredibly confusing, costly, and frustrating to gather the documents needed to obtain identification. Access ID is a program developed by LAW Advocates in 2010 to help low-income and homeless community members overcome barriers and navigate the process of obtaining a Washington State ID Card.

Access ID clinics are held on select Saturdays from 1:00 –4:00 pm at the downtown Bellingham Public Library during the same time as our popular Street Law legal advice clinic. The Access ID Lead Intern works in partnership with Access ID Clinic Volunteers and the Access ID Coordinator to ensure that the clinic runs smoothly and provides case management to clients through the entire process of obtaining their state ID.

This position is a good fit for someone interested in using their strong attention to detail to develop leadership skills, gain experience in case management, and explore careers in the legal field or social service. Training provided.

**Responsible to:** Access ID Coordinator

### **Duties:**

- Pick up Access ID supplies at LAW Advocates and deliver materials to the library for each clinic
- Maintain and update supplies for clinic (forms, office supplies, etc.)
- Set up Access ID station (table, chairs, laptops, printer) and clean up at the end of the clinic
- Return supplies and completed intakes to the LAW Advocates office in a timely manner
- Coordinate Access ID volunteers to ensure coverage for each clinic
- Supervise Access ID volunteers during clinics
- Help clients understand the process of gathering appropriate materials to obtain State ID
- Conduct detailed intakes; screen for eligibility and explain office policies
- Research documents needed for clients and order documents
- Take detailed notes regarding client cases and any follow-up communication with clients
- Accommodate clients' needs (for example, assisting with reading and filling out documents) and follow non-discrimination policy
- Follow-up with clients and record providers (schools, health departments, court systems, etc.)
- Work with supervisor and volunteers to problem-solve when challenges arise in obtaining documents
- Maintain accurate records using LAW Advocates case management software, LegalServer
- Maintain precise records of expenses paid for clients (records charges, application fees etc.)
- Create physical files for clients with ongoing needs
- Refer clients to other community resources, as appropriate
- Treat all clients with respect and a high-level of customer service and confidentiality
- Offer feedback to the Access ID Coordinator to improve the program

**Qualifications:**

- Interest in serving LAW Advocates' mission
- Ability to make a 6 month commitment
- Ability to attend most, if not all, Saturday Access ID Clinics (see <https://lawadvocates.org/events/>)
- Ability to maintain regular office hours to provide case management
- Organized and detail oriented
- Ability to supervise a team of volunteers
- Appreciation for the sensitive nature of confidential information and ability to maintain confidentiality
- Ability to work with people of diverse backgrounds and maintain a positive working relationship with staff members, volunteers, agency partners, and clients
- Willing to work with challenging clients, including survivors of trauma, people who are frustrated or yelling, and people who have trouble focusing
- Ability to serve as a positive and professional representative of LAW Advocates
- Tech savvy: Comfortable using new software (training provided) and navigating the internet to identify, find, and order documents
- Strong written and verbal communication skills
- Independent worker not needing close supervision; reliable; good judgment

**Benefits:**

- Make a big impact in the lives of low-income community members
- Gain concrete experience to build your resume
- Develop and improve your leadership skills, including supervision of others, decision-making, and program coordination
- Gain experience working with clients and handling challenging situations
- Gain experience in the legal field and nonprofit sector
- Help LAW Advocates provide essential legal aid to low-income people in our community
- Obtain college credit if offered by your school/program

**Hours:** Scheduled Saturdays 12:15pm-4:15pm (2 times per month) at the Bellingham Public Library Central Branch, plus roughly 4-5 additional hours per week at LAW Advocates in downtown Bellingham, scheduled around your other commitments; Participation in day-long Project Homeless Connect (Friday July 19, 2019)

**Commitment:** 6 month commitment, with possibility to extend to one year

**Preferred Start Date:** As soon as possible

**Questions?** Contact Nikki D'Onofrio, Programs Manager: [nikki@lawadvocates.org](mailto:nikki@lawadvocates.org) or 360-671-6079 x10

**To Apply:** Please submit a resume and statement of interest addressing why you are interested and why you are a good fit for this position to: Nikki D'Onofrio, Programs Manager at [nikki@lawadvocates.org](mailto:nikki@lawadvocates.org) by **Monday, May 13, 2019 at 5:00 pm.**