



Programs Manager

Position Description

LAW Advocates' Mission: Provide free civil legal assistance to low-income Whatcom County residents by linking them with attorney and community volunteers.

Hours: 32 hours per week; set schedule to be determined between Programs Manager & Executive Director

Wage: \$17 to \$20 per hour

Benefits: 100 percent paid employee health insurance premium; vacation; sick leave

Preferred Start Date: As soon as possible

Responsible to: Executive Director

The Programs Manager is responsible for managing the delivery of civil legal services, including client communications, volunteer coordination, and management of confidential case files.

Demonstrated experience and/or connection to LAW Advocates' client communities is preferred. LAW Advocates is especially interested in qualified candidates with professional, personal and/or service experience that allows them to contribute to and support the legal aid community's commitment to race equity. Must be willing to engage with the community to be served.

Programs Administration & Development

- Conduct client intakes and handle phone, walk-in and written inquiries.
- Evaluate clients' needs and make appropriate placements and referrals. Supervise the Programs Assistant, interns, and volunteers to do the same.
- Supervise Programs Assistant and Access ID Coordinator.
- Work with the Executive Director to ensure that LAW Advocates' services are consistent with the strategic plan, agency policies, requirements set forth by funders, and relevant law.
- Maintain accurate statistics with regard to client services and outcomes and work with the Executive Director to monitor the quality and effectiveness of services.
- Work collaboratively with community partners to address the barriers clients face and to identify service gaps and shortcomings.
- Propose solutions and improvements to the delivery of legal services and support the Executive Director in developing and implementing new programs and policies.
- Participate in Alliance for Equal Justice and Pro Bono Council activities as directed by the Executive Director.
- Work with the Executive Director to evaluate and place cases with volunteer attorneys for pro bono assistance.
- Monitor case progress and maintain confidential electronic case files (and paper files as needed), including timely data entry and conducting regular audits of open cases. Supervise the Programs Assistant, interns, and volunteers to do the same.

- Maintain client and volunteer communication through the duration of each case.
- Collaborate with the Staff Attorney and Contract Attorney in all of these duties as they relate to the Tenant Clinic, Homeless Legal Outreach program, Veterans Advocacy Program, and the Domestic Violence Parenting Plan Clinic.
- Regularly update WordPress website to reflect accurate program information and dates.

Volunteer Management

- Serve as agency volunteer coordinator, including handling initial inquiries and overseeing recruiting and outreach activities, consistent with the strategic plan.
- Assist Executive Director to ensure that volunteer policies are consistent with the strategic plan and in compliance with agency policies, requirements set forth by funders, and relevant law.
- Ensure that Street Law Volunteer Attorney shifts are filled.
- Propose solutions and improvements to volunteer policies and procedures and, if approved, support the Executive Director in developing and implementing them.
- Recruit, screen, orient, and supervise non-attorney volunteers.
- Cultivate positive relationships with volunteers, maintain open communication, and solicit feedback.
- Maintain electronic volunteer database with contact information, interest areas, and volunteer hours.
- Coordinate annual volunteer appreciation event.
- Assist the Executive Director to identify and carry out other opportunities for volunteer appreciation, including awards nominations and positive press.

Bar Association Relations

- Recognizing that members of the Whatcom County Bar Association (WCBA) who volunteer with LAW Advocates are the “members” of the organization and a key constituency, crucial to the success of the organization, assist the Executive Director to develop and maintain good relations with the bar leaders as well as the general membership.
- Assist the Executive Director to communicate LAW Advocates’ activities to the WCBA, including preparation of the monthly pro bono page, development of newsletter articles, and email communications.

Grant Development & Management

- Assist Executive Director to identify grant opportunities and draft applications for existing and proposed programs.
- Assist Executive Director to meet grant contract requirements, including reporting obligations.

Marketing & Fundraising

- Assist Executive Director and Office Manager with the annual LTO auction and dinner, as directed, including volunteer management, item and sponsorship acquisition, and recognition.
- Assist Executive Director with marketing and public relations, as directed, including participation in community events and development of press releases and other marketing materials.

Qualifications

1. Commitment to LAW Advocates’ mission, vision, and values, including a commitment to race equity in all aspects of the organization’s operations. See <https://lawadvocates.org/our-purpose/>
2. Experience working in a legal or social service office strongly preferred.

3. Ability to think strategically about LAW Advocates priorities and help to translate these priorities into program activities.
4. Excellent skills with common business computer applications. Basic graphic design skills a plus.
5. Excellent organizational skills. This includes a demonstrated ability to implement projects with a commitment to a high-quality work product and to prioritize competing tasks and thrive in a fast-paced, deadline-orientated work environment.
6. Excellent interpersonal skills, including written and oral communications proficiency.
7. Cultural competency in communicating with all potential clients, including immigrants, crime victims, people with disabilities, individuals with limited English proficiency, seniors, and members of other vulnerable populations, including individuals experiencing emotionally charged situations.
8. Ability to exercise good judgment
9. Ability to successfully supervise and motivate others.
10. Fluency in Spanish or Russian a plus but not required.

LAW Advocates has an organizational commitment to incorporate equity and inclusion in both the work we do and work environment we create. All staff are expected to uphold this commitment and approach their role with a desire to learn and grow in this area.

To Apply: Please submit a resume, cover letter, and contact information for 3 references by March 16, 2020 to Michael Heatherly, Executive Director, at michaelh@lawadvocates.org. Use "Programs Manager" as the email subject.