



## 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:** 40 hours per week. Standard work week is Monday through Friday from 9:00 a.m. until 5:00 p.m. Duties occasionally require work to be performed on weekends and evenings.

**Wage:** \$21.50 per hour

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

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

**Reports to:** Executive Director

LAW Advocates provides free, high-quality, efficient and innovative civil legal assistance to low-income people through staff, contract attorneys, and the recruitment, training, mentoring, supervision, and support of volunteer lawyers. We rely heavily on the participation of lawyers who volunteer their time to assist low-income residents of Whatcom County with their civil legal needs. Pro bono services are provided through advice and brief service clinics, unbundled legal services, and full direct representation.

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

The Programs Manager provides leadership in planning, developing, and implementing of the objectives of the organization, and facilitates activities that ensure that the vision, mission, and initiatives of the organization are

effectively implemented and shared with the broader community. The Programs Manager regularly interfaces with external organizations as a point of contact for LAW Advocates, and stays well-informed on statewide and national equal justice related issues and advises the Executive Director and Board with respect to applicability in Whatcom County.

## **JOB DUTIES INCLUDE:**

### **Programs Administration & Development**

1. Conduct initial client intake interviews.
2. Evaluate clients' needs and make appropriate placements and referrals. And train and supervise other staff, interns, and volunteers to do the same.
3. Supervise Programs Assistant / office assistants and Access ID Coordinator.
4. Ensure that LAW Advocates' services are consistent with the strategic plan, organizational policies, requirements set forth by funders, and applicable law. Assist LAW Advocates to achieve and sustain compliance with best practice standards as set forth in the Washington Pro Bono Program Standards.
5. Maintain accurate statistics with regard to client services and outcomes.
6. Monitor the quality and effectiveness of services.
7. Identify and establish relationships with potential community partners who also serve our client population.
8. Work collaboratively with community partners to address the barriers clients face and to identify service gaps and shortcomings.
9. Propose solutions and improvements to the delivery of legal services and assist in the development and implementation of new programs and policies.
10. Participate in Alliance for Equal Justice and Pro Bono Council

activities as assigned by the Executive Director.

11. 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.
12. Collaborate with other staff assigned duties with regard to specific project operations.
13. Regularly update WordPress website to reflect accurate program information and dates.

### **Volunteer Management**

1. Serve as organization's volunteer coordinator.
2. Recruit, screen, and orient volunteer attorneys.
3. Recruit, screen, orient, and supervise non-attorney volunteers.
4. Respond to volunteer inquires.
5. Perform background checks on volunteers as appropriate.
6. Ensure that volunteer policies are consistent with the strategic plan and in compliance with agency policies, requirements set forth by funders, and relevant law.
7. Identify any existing difficulties with existing volunteer policies and procedures, develop solutions and improvements and support the Executive Director and program staff in implementing them.
8. Cultivate positive relationships with volunteers, maintain open communication, and solicit feedback.
9. Maintain electronic volunteer database with contact information, interest areas, and volunteer hours.
10. Coordinate annual volunteer appreciation event.
11. Identify and carry out other opportunities for volunteer appreciation,

including awards nominations and positive press.

### **Bar Association Relations**

1. Members of the Whatcom County Bar Association (WCBA) are the “members” of the organization, a key constituency crucial to the success of the organization, and a primary source of volunteer lawyers. The Program Manager works with the Executive Director to develop and maintain good relations with the bar leaders and the general membership.
2. 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**

1. Identify grant opportunities and assist in drafting applications for existing and proposed programs.
2. Assist Executive Director to meet grant contract requirements, including reporting obligations.

### **Marketing & Fundraising**

1. Assist with the annual LTO auction and dinner, including volunteer management, item and sponsorship acquisition, and recognition.
2. Assist with marketing and public relations, including participation in community events and development of press releases and other marketing materials.

### **Required Qualifications**

1. The successful candidate will be expected to share LAW Advocates’ mission, vision, and values, including a commitment to race equity in all aspects of the organization’s operations. Members of the BIPOC and LGBTQ communities, and other individuals with diverse backgrounds and experiences, are encouraged to apply. See <https://lawadvocates.org/our-purpose/>
2. Life experiences and/or education that enhance the ability of the organization to fulfill its mission, vision, and values.

3. Competency in Microsoft Office Suite applications, including Excel,

Word, PowerPoint, and Outlook. Basic graphic design skills a plus.

4. Working knowledge of standard office procedures and technologies (telephone, computer, printer, photocopier, scanner, facsimile machine) is needed.
5. Strong and effective communication skills (oral and written), capable of relating to all levels: individual, agency, community, state, regulatory and courts.
6. Supervisory skills for managing and motivating support staff and large panel of volunteer attorneys, paralegals, and non-attorneys.
7. Good judgment and strong interpersonal skills.
8. Excellent organizational and time management skills.
9. Demonstrated issue identification and problem-solving skills.
10. Ability to work both independently and collaboratively.
11. Ability to innovate and explore new techniques.
12. Ability to work under pressure and meet deadlines.
13. A demonstrated cultural competence and preferably experience working with low-income client communities, which may include diverse racial and ethnic backgrounds, persons with limited English proficiency, persons with disabilities, etc.
14. A demonstrated passion and commitment to the principles of Access to Justice and to the development of programs and initiatives designed to ensure that low-income persons have access to the legal help they need.
15. Ability to think strategically about LAW Advocates priorities and help to translate these priorities into program activities.

## **Other Desired Qualifications**

1. Fluency in Spanish or Russian.
2. Experience working with volunteers.
3. Program design experience and/or project management experience.
4. Experience providing civil legal services to low-income clients, preferably in a volunteer lawyer program setting.
5. Experience managing programs for an agency or non-profit, preferably in the delivery of legal services to low income individuals.
6. A demonstrated basic knowledge and understanding of the uses of technology in the justice system.
7. Facility with strategic thinking and creative problem-solving with strong analytical skills.
8. Experience in compliance with grant, contract and legal aid principles and requirements.
9. Familiarity with Legal Server client database program.

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 via email a resume, cover letter, and contact information for 3 references to Michael Heatherly, Executive Director, at [michaelh@lawadvocates.org](mailto:michaelh@lawadvocates.org). Use “Programs Manager” as the email subject.

Applications will be accepted through September 10, 2021.