



Intake Specialist (Pro-Bono) Location: Reno, Nevada

Under the general supervision of the Pro Bono Directing Attorney and Pro Bono Coordinator, the Intake Specialist conducts the initial intake of prospective clients by phone or on a walk-in basis. Some intakes will also be done at clinic and outreach events. Pro Bono prospective clients usually have family law or bankruptcy and other consumer matter concerns, but the legal issues range widely on a variety of civil law matters, including probate, estate planning, criminal record sealing, housing and public benefits.

Job Duties:

- Daily review of pending prescreens of online applicants and phone messages to initiate intakes of potential clients for the phone bono program
- Conduct initial client interviews to determine financial eligibility, identify legal problems, and compile documents for case presentation.
- Work with pro bono staff to book clients into pro bono clinics and send reminders, as well as zoom links for clinics.
- Provide bankruptcy counsel/advice and brief services where appropriate and under direct supervision.
- Present details of recent intakes at a weekly case acceptance meeting
- Work in Carson City Office once a week to better address rural county intakes
- Attend outreach events and clinics
- Prepare and distribute pro se materials to eligible clients.
- Communicate with agencies and courts to obtain pertinent client information (request files, pleadings, documents, etc.)

Qualifications:

- Ability to relate to clients; maturity and sensitivity to problems of poor and minority clients.
- High school graduate or equivalent, with matching verbal and writing skills.
- Spanish speaking and reading proficiency
- Prior family law, bankruptcy, or other civil or court legal experience preferred.

Supervisor: Directing Attorney or as assigned.