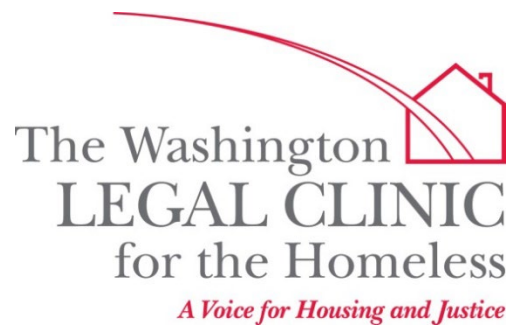


True Reformer Building  
1200 U Street, NW  
Washington, DC 20009  
(202) 328-5500  
www.legalclinic.org  
@washlegalclinic



#### Board

James E. Rocap, III  
*President*  
Erica Aiken-Adams  
*Vice President*  
Valerie E. Ross  
*Treasurer*  
Nancy Tyler Bernstine  
*Secretary*  
Alan L. Banks  
Cheryl K. Barnes  
Tyrone Chisholm, Jr.  
Laurie B. Davis  
Jon-Michael Dougherty  
Jennifer C. Everett  
Nkechi Feaster  
Wesley R. Hepler  
Susan M. Hoffman  
John R. Jacob  
William M. Leahy  
Sterling Morris Howard  
John Monahan  
Sam Mondry-Cohen  
Anita F. Puri  
David E. Rogers  
Tiana L. Russell  
Allison Holt Ryan  
Jeff Schwaber  
Marsha Tucker  
David Wittenstein  
Daniel I. Wolf

#### *Semper Nobiscum*

Mary Ann Luby  
1940 - 2010

#### Staff

Patricia Mullahy Fugere  
*Executive Director*  
Renata Aguilera-Titus  
*Director of Communications  
and Development*  
LaJuan Brooks  
*Director of Community  
Engagement*  
Amber W. Harding  
*Director of Policy and Advocacy*  
Karen Malovrh  
*Senior Counsel*  
Paul Marchione  
*Managing Director*  
William R. Merrifield, Jr.  
*Special Counsel*  
Becky O'Brien  
*Director of Legal Services*  
Carolyn E. H. Perez  
*Senior Counsel*  
Leslie Plant  
*Administrator*  
Brittany K. Ruffin  
*Senior Counsel*  
Ann Marie Staudenmaier  
*Senior Counsel*  
Kelsey Vaughan  
*Volunteer Coordinator*

## Position Announcement: Intake and Office Assistant

Full-Time, Permanent, D.C.-Based with Work from Home Flexibility

Expected Start: August 2022 | Salary: \$51,500-\$60,000

The [Washington Legal Clinic for the Homeless](#) – a D.C.-based, locally-focused legal services and advocacy organization – seeks to hire an Intake and Office Assistant who shares our vision of a just and inclusive community for all residents of D.C., where housing is a human right and where every individual and family has access to the resources they need to thrive.

The Legal Clinic's mission is to use the law to make justice a reality for our neighbors who struggle with homelessness and poverty. Combining community lawyering and advocacy to achieve our clients' goals, our staff and network of volunteer attorneys provide low barrier legal services, helping our clients access housing, shelter, and other vital supports and services. Rooted in the experience of this client work, we blend system reform efforts, policy advocacy, client engagement and community education to advocate for long term improvements in programs that serve those who are homeless and low-income.

The **Intake and Office Assistant** (IOA) is the courteous and capable face of the Legal Clinic and will serve as the initial contact between clients and WLCH attorneys. The IOA will patiently and respectfully serve as chief listener – with an ear of empathy – connecting clients often in crisis (who have received the runaround) with the resources and information they need, including but not limited to the Legal Clinic's services. In addition, the IOA will provide administrative support for the Legal Clinic office, staff, and volunteer attorneys through a variety of important and critical front-line and behind-the-scenes duties.

#### You could be our next Intake and Office Assistant if you:

- are sensitive to and have compassion for the problems that people who are experiencing poverty and/or homelessness may face
- excel at maintaining order and organization in a fast-paced public interest law office
- are good at connecting the dots between problems and solutions and find joy in doing so
- have an excellent customer service approach to everyone around you, especially with new clients over the phone
- bring strong written and oral communication skills
- are a detail-oriented multi-tasker able to produce work with a high degree of accuracy
- are a positive, self-motivated team player with a strong sense flexibility and good judgment
- have an inviting sense of humor
- have a commitment to excellence, punctuality, meeting deadlines, and confidentiality
- are committed to social justice, racial justice, and housing justice
- have experience working on issues related to housing, homelessness, civil rights, or poverty
- have some working knowledge of the D.C. government and its resources



## Responsibilities

### *Intake (50%)*

- Answer main incoming phone line during working hours (even when working outside the office)
- Provide callers with a sense of being heard
- Have a working knowledge of homelessness resources in D.C. to connect caller problems to solutions
- Share information about the Legal Clinic and location of intake sites
- In consultation with our attorneys, work with callers to connect them to needed resources – or referrals when legal assistance is not necessary / request is beyond the scope of the Legal Clinic
- Triage voicemails left afterhours and forward/respond as necessary

### *Office Support (50%)*

- Process incoming and outgoing mail; maintain logs
- Coordinate office supplies, office equipment
- Be responsible for common areas
- Provide meeting support including scheduling and material preparation
- Maintain office files
- Assist staff as needed with specific project tasks
- Serve as a key member of the organizational support team

## Qualifications and Experience

### *Required*

- proven administrative experience in a legal, advocacy, nonprofit, or service environment
- high proficiency with Microsoft Office for Windows (Word, Excel, Outlook, PowerPoint) as well as internet navigation and online meeting platforms (e.g. Teams, Zoom)
- experience and comfort with databases; Legal Server specifically would be a plus

### *Preferred*

- fluency in Spanish or other non-English languages is a plus
- a commitment to the Legal Clinic's work for housing justice
- a keen eye for detail
- experience working as part of a team
- a recognition of the importance of "back office" operations
- pride in providing administrative support for an organization

**Working Conditions:** The Legal Clinic is currently operating on a hybrid work schedule. While there is flexibility to work some days from home, the Intake and Office Assistant is expected to be proximate to D.C. so they can work from the Legal Clinic's office in northwest D.C. on a regular basis. Our building requires proof of vaccination. (Note: hybrid work schedule is subject to change depending on public health and other factors.)

**Salary:** Compensation for a candidate who meets all qualifications above – required and preferred – will be in the range of \$51,500 to \$60,000. The Legal Clinic offers excellent benefits.

**To Apply:** Please send a cover letter and resume via e-mail to [job@legalclinic.org](mailto:job@legalclinic.org) and note "Intake and Office Assistant" in the subject line. *We are looking for thoughtful, personalized cover letters that demonstrate qualifications and interest in working to build a more just community.* Interested persons are encouraged to apply immediately. First round of interviews will be taken from applications received by June 27.

*The Washington Legal Clinic for the Homeless values an inclusive workplace. Candidates who are Black, Indigenous, people of color, people with disabilities, and/or members of other underrepresented communities are strongly encouraged to apply.*

