



Position Description

Position Title: Case Coordinator/Paralegal (IVLP) **Grade:** TBD
Division: IVLP **FLSA:** Non-Exempt
Supervises: N/A **Date Revised:** January 2015
Reports To: IVLP Legal Director

Position Summary

Under direct supervision, screens IVLP applicants and develops case files for volunteer service providers. Responsible for interviewing program applicants and providing support to the Directors in placing cases with volunteer attorneys or, where appropriate, with various brief legal services providers.

Duties and Responsibilities

Please circle the “E” or “R” next to each duty to indicate whether it is “E” meaning it is an Essential job function or “R” meaning that the duty could be Reassigned. This information will be used to determine which functions are essential or reassignable consistent with the Americans with Disabilities Act.

Always	<p>ISB Team Members will support the organization’s mission and role model the behaviors by:</p> <ul style="list-style-type: none"> • Cultivating a positive work environment. • Prioritizing and setting manageable goals. • Being efficient with time at work. • Communicating effectively with management, staff, members, and the general public. • Being flexible and taking criticism constructively.
Always	<p>ISB Team Members will support compliance-related items by:</p> <ul style="list-style-type: none"> • Following internal procedures and external regulations. • Bringing compliance issues to the attention of management. • Successfully complete regulatory training requirements periodically. • Working collaboratively in all facets of position to meet position requirements and support ISB’s and/or ILF’s mission and goals.

<p>Case Investigations:</p> <ul style="list-style-type: none"> • Conducts investigative interviews with people who qualify financially for IVLP to obtain all pertinent information (including current or previous legal proceedings), gather evidence, and verify facts. Screen the investigations to determine applicants' need for legal services. • Writes case summaries for each investigation and supports the Directors in determining Program response, including evaluation of applicant's need for legal services by identifying legal issues, applicant's credibility, motives and appropriateness for volunteer attorney services and/or applicants' ability to proceed on her or his own. • Provides additional research when necessary. • Manages all active applications, investigations and closures so as to satisfy program requirements. • Follows up with applicants in both verbal and written form communicating the Director's advice and any other referrals or relevant information. 	E	R
<p>Volunteers and Legal Interns:</p> <ul style="list-style-type: none"> • Orients volunteers and legal interns regarding processes and procedures. • Explains program priorities and office functions. • Explains and demonstrates the investigation process. • Is available to assist with any questions or concerns. 	E	R
<p>Other duties:</p> <ul style="list-style-type: none"> • Assists Director and Program Director in overall Program evaluation and improvement. • Works with Intake Coordinator on program processes, priorities and procedures. • Works with Intake Coordinator prescreening applicants, assessing the facts provided, applying those facts to program priorities and inputting applications. • Provides legal research on family law or regulatory issues as requested. • Provides information, follow-up or assistance with unexpected issues or programmatic / process issues that may arise. • Participates in ISB committees, as requested. • Provides interpretation services for attorneys and clients as needed. • Coordinates statewide legal clinics and maintains clinic listings on ISB/ILF website. 	E	R
Works independently and within a team on special and nonrecurring and ongoing projects.	E	R
Performs all other related duties, as assigned.	Reassignable	

Education and Experience Required

Bachelor's degree (Social Science or related field) plus three years paraprofessional experience in a legal or nonprofit setting. Formal paralegal training (ABA approved) and certification desirable. Bilingual (Spanish) preferred.

Skills and Abilities

- Must be able to exercise discretion in advising caller of role and jurisdiction of the Intake System.
- Demonstrated interest in working with low-income individuals.
- Must have knowledge and skill to direct callers to other programs or hotlines when appropriate.
- Ability to read and comprehend instructions, correspondence, reports and memos. Ability to conform writing to prescribed style format.
- Must have excellent telephone etiquette and verbal skills. Ability to engage caller in the interviewing process and type as the caller is relaying information to be recorded in the case management database.
- Must be an excellent listener with the ability to interview and ask questions via telephone.

- Must maintain confidentiality of highly sensitive information provided by Staff Bar Counsel, program applicants, and others.
- Work requires continual attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines.
- Strong analytical ability is required.
- Must have high level of interpersonal skills to handle sensitive and confidential situations. Position requires demonstrated poise, tact and diplomacy.
- Must be able to perform mathematical skills (e.g., adding, subtracting, multiplying, dividing).
- Strong attention to detail and well organized.
- Must be team oriented but able to work independently on occasion.
- Ability to work on multiple projects and to make decisions in accordance with established policies, procedures and deadlines. Strong time management skills.
- Ability to recognize and refer legal questions appropriately.
- Must be a self-starter.

Computer Skills

Microsoft windows environment with Office Suite to include formatting and production of word processing documents, spreadsheets, and reports. Ability to learn ISB/ILF database and paperless systems.

Certificates, Licenses, Registrations:

Required:

- Must have and maintain a valid Idaho Driver’s License, maintain automobile insurance coverage and have access to an automobile.

Other

Regular attendance is required. At times, individual must be able to work in a fast-paced environment with ability to handle and prioritize multiple, competing tasks and demands and to consult Supervisor when necessary. Must receive approval for overtime prior to incurring it.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk and hear. The employee regularly is required to stand, walk, sit, use hand to finger, handle or feel objects, tools, or controls; and reach with hands and arms. The employee frequently lifts and/or moves up to 20 pounds. Specific vision abilities required by this job include close vision, ability to adjust focus, and manual dexterity in combination with eye/hand coordination.

The above statements are intended to describe the general nature and level of work performed by people assigned to this job. They are not intended to be an exhaustive list of responsibilities, duties and skills required of personnel so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

Position Description Reviewed:

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Original Signed Position Description should be returned to Human Resources for Employee’s Personnel File. Copy should be provided to Employee.