



Family Legal Care

Justice for All. One Family at a Time.

Pro Bono Program Coordinator

Family Legal Care seeks a full-time Pro Bono Program Coordinator to join our team. The Coordinator will join an exciting program that pioneered providing remote legal assistance to New York family court litigants. Family Legal Care's Pro Bono Program connects unrepresented litigants in Family Court throughout New York State with volunteer attorneys for virtual, limited scope legal advice consultations. This is a great opportunity for someone who is interested in innovative access to justice work and using technology to help connect underserved communities with critical legal assistance.

The Pro Bono Program Coordinator will be an integral team member of Family Legal Care's Pro Bono Program. The Coordinator will help ensure the successful and smooth daily operation of the program's legal and administrative functions, in turn helping to strengthen and grow the program. The Pro Bono Program Coordinator will help organize and manage the Pro Bono Program's schedule, case files and data, support clients and pro bono attorneys, conduct client intakes, and provide technology guidance. The Coordinator will report to the Director of Pro Bono Programs.

Family Legal Care is a non-profit organization whose mission is to increase access to justice in New York State Family Court. We combine legal guidance, easy-to-access technology, and compassionate support to help unrepresented parents and caregivers self-advocate on critical family law issues, while working on reform that improves the system for everyone. To learn more, please visit www.familylegalcare.org.

Responsibilities include, but are not limited to:

- **Client Communication**
 - Communicate legal information and consultation-related details to clients in a clear and precise manner
 - Conduct intakes with potential clients
 - Draft case referrals for volunteer attorneys
 - Support Family Legal Care staff attorneys in handling post-consultation inquiries from clients and arranging follow-up consultations
 - Communicate with clients to confirm their appointments and to ensure that clients sign the required engagement agreement
 - Provide live support to clients during consultations, as needed, including helping to troubleshoot technology challenges
- **Case & Data Management**
 - Manage and maintain program data and case information in Salesforce
 - Maintain and update the program's calendar and schedule
 - Ensure that cases are efficiently opened and closed
 - Provide additional technical and administrative support for the program, as needed
- **Additional Program Support**
 - Prepare, update and develop program materials, such as instructional emails and guides for varied audiences
 - Support presentations and trainings for pro bono volunteers
 - Communicate with and support pro bono attorneys, as needed

Qualifications:

- Bachelor's degree strongly preferred; applicants with legal, social work or direct client experience encouraged to apply
- Administrative and organizational proficiency to help successfully facilitate the day-to-day operation of the program
- Thrives in a dynamic and fast-paced work environment
- Ability to take responsibility for multiple varied tasks, including short-notice requests, and manage own time
- Highly organized, takes initiative and has meticulous attention to detail
- Effective communication with people from various backgrounds, identities, experiences, and positions
- Empathetic communication with people experiencing highly emotional, stressful and personal issues
- Demonstrated experience working on a team and/or in a collaborative environment, particularly in a virtual environment
- Passionate about increasing access to justice
- Comfortable using technology; experience with Salesforce is a plus

Salary and Benefits: The starting range for the position is \$50-\$57K. When determining salary offers, we take into consideration pertinent years of experience and overall years of work experience to sustain internal equity. Family Legal Care offers a generous benefits package that includes Medical, Dental, and Vision Insurance, Flexible Spending Accounts, Commuter Benefit Program and a 403B Retirement Savings Plan that is matched up to 5% after one year of service. Family Legal Care also offers paid parental leave, up to four weeks of paid vacation and sick time, federal holidays, summer Fridays, and most importantly an excellent work life balance.

Location: We have transitioned to a hybrid model and will require in-person attendance as needed.

D.E.I. Commitment: Family Legal Care is committed to hiring a diverse workforce. We believe in fostering a forward-thinking culture of Diversity Equity and Inclusion (DEI) within and outside of the organization which will help us achieve our goal of bridging the gaps that inequity has created. In serving under-resourced clients, it is vital that we all understand that DEI is an ever-changing concept, and because of that, we have to be in a constant state of learning and unlearning.

How to Apply: Please send a resume and cover letter to Sami Ingram, Director of Pro Bono Programs, via email at HR@familylegalcare.org. Please put "Pro Bono Program Coordinator" in the subject line. No phone calls please.

Family Legal Care is proud to be an Equal Opportunity Employer.
Learn more about Family Legal Care at www.familylegalcare.org