



Family Legal Care

Justice for All. One Family at a Time.

PART-TIME PROGRAM ASSOCIATE JOB POSTING

Family Legal Care (FLC) is seeking an enthusiastic and compassionate Part-time Program Associate to join our team.

This role is an excellent opportunity for someone who is interested in innovative access-to-justice work. Program Associates provide direct support through FLC's Tech Hubs and Court-Based Legal Information sites, and FLC's Helpline. Program Associates help people navigate New York State family law and understand the legal system, as well as utilize technology to file court documents and appear in virtual hearings. FLC provides our associates with comprehensive training on the laws and procedures of the New York Family Court. This position reports to the Community Engagement Manager.

This on-site part-time position will be approximately 29 hours per week.

Family Legal Care's mission is to increase access to justice in the 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 about our programs, please visit www.familylegalcare.org.

Responsibilities include but are not limited to:

- Provide legal information and targeted community-based referrals about New York State Family Law to participants:
 - via FLC's Tech Hubs and Court-Based Legal Information Sites;
 - via FLC's Telephone, Email, and Live Chat Helplines;
- Maintain a comprehensive knowledge of NYS Family Law;
- Schedule legal consultations for participants with staff attorneys and pro bono attorneys;
- Assist participants with basic technology needs, including downloading, copying, and scanning court forms;
- Support litigants with accessing their virtual court hearings;
- Respond to calls and voicemails from callers regarding Tech Hub appointments;
- Assist with data collection for reporting purposes;
- Maintain FLC's legal resources and signage in the Family Court;
- Represent FLC and build and maintain relationships with staff within the Queens County Family Court;
- Serve as a liaison between Family Legal Care and the Queens County Family Court by representing FLC at court meetings and events;
- Provide support across programs, as needed;
- Participate in FLC's in person staff meetings and trainings.

Qualifications:

- Bachelor's degree not required, but strongly preferred;
- Fluency in Spanish required;
- Experience or demonstrated interest in increasing access to justice and providing services to the public; family law experience a plus;



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- Demonstrates a commitment to diversity, equity and inclusion;
- Strong communication, organizational skills and commitment to providing high-quality compassionate service;
- Strong computer proficiency and knowledge of MS Office Suite (Outlook, Word, Excel) and videoconferencing platforms such as MS Teams and Zoom;
- Ability to also work independently, take initiative, and manage multiple tasks;
- Attention to detail;
- Ability to handle multiple tasks and thrive in a busy environment;
- Familiarity with database management and reporting; prior experience with Salesforce is a plus.

Salary and Benefits: The starting range for the position of Part-time Program Associate at Family Legal Care is \$27-29 an hour. 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 including the Commuter 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 two weeks of paid vacation and sick time, paid holidays, and most importantly an excellent work-life balance.

Location: The Associate will be located on-site at both the Family Court and the community-based Tech Hub in Queens. This position may also require the Associate to visit the other borough sites as needed. Associates will participate in both in-person and virtual meetings and trainings.

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 Evony Morel, Community Engagement Manager, via email at HR@familylegalcare.org. Please put "Part-Time Program Associate" 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