

# USC Leonard Davis School of Gerontology

## Job Posting: Senior Legal Hotline May 9, 2006

Job Position: Senior Legal Hotline advocate

Organization Overview:

Senior Legal Hotline is a project of Legal Services of Northern California, a private, nonprofit organization providing free legal assistance to poor people in 22 Northern California counties. The hotline, located in its own office at the northwest corner of downtown Sacramento, provides free advice, information and brief service by phone to callers over 60 throughout California, plus a growing amount of in-person help and community education presentations locally. The role of coordinating a pilot in-house phone mediation program also needs to be filled. For more information, please visit [www.seniorhotline.org](http://www.seniorhotline.org).

Job Qualifications:

Current program priorities:

- Hiring a second advocate fluent in Spanish is a top priority.
- Fluency in other languages commonly used among California seniors is an advantage
- Excellent computer skills in the areas of web design and/or creation of educational presentation materials is especially desirable.

Experience:

- Attorneys: Member, California State Bar. Experience in practice desirable but not mandatory.
- Law graduates: Completed or about to complete (spring 2006) law school.
- Paralegals: Academic training or work experience consistent with the requirements of California law.
- All: Especially valued is experience with any elder law topics and/or with a legal services program or similar nonprofit.

Skills:

- Excellent oral communications skills, especially the ability to speak with clients by phone in a professional and courteous manner.
- Excellent written communications skills on various levels, including legal memos, letters to clients and other parties, correspondence with other service providers and clearly written legal fact sheets/guides for the general public
- Ability to digest diverse facts as related by clients on the phone and to assemble them into a coherent expression of the relevant issues, conducting research as necessary, to offer the most appropriate advice/service/follow-up.

- Ability to work well in a team, be well-organized and fill in for others in all job categories as necessary.
- Computer literacy, plus willingness and ability to learn new tech skills as they evolve.

*Legal Services of Northern California is an equal opportunity employer. Under its affirmative action hiring program, minority group members, elderly and disabled people are encouraged to apply.*

Job Description:

- Handle incoming calls for advice and information, including document review and follow-up efforts to resolve clients' problems in selected cases.
- (Attorneys only): Assist in reviewing cases handled by staff paralegals, interns and volunteer advocates, advising them as necessary.
- Translate hotline educational and self-help materials into Spanish and/or other languages, if able.
- Engage in other special projects undertaken by the hotline from time to time. Examples may include: develop written, audio-visual or on-line educational material for clients or for advocates; help organize the office's printed and on-line resource materials; speak to groups of clients or service providers outside the office; engage in outreach activities to help publicize the program.
- Perform additional duties as assigned consistent with qualifications.

The exact combination of positions will be determined based on applicant qualifications and evolving program needs and funding.

- At least 1.5 full-time equivalent positions are to be filled immediately; hiring may include full-time and/or part-time advocates, depending on mutual preferences.
- More advocate positions may become available soon. Resumes will be kept on file, and interested new applicants are encouraged to keep us updated as to their continuing interest.

Contract positions are for one year and extensions to contract are dependent on funding.

Salaries at full-time levels are dependent on the qualifications of the applicant:

- Attorney: Minimum \$2,632 a month, depending on experience.
- Law Graduate: \$2,500 a month
- Paralegal: Minimum \$1,706 a month, depending on experience.

Contact:

Continuing recruitment until all available positions are filled.

Please send letter detailing preferences (full or part-time), resume and three references with telephone numbers to:

Senior Legal Hotline,  
444 North 3rd Street,  
Suite 312,  
Sacramento, CA 95814.  
Fax: (916) 551-2197  
E-mail: [seniorhotline\\_office@lsnc.net](mailto:seniorhotline_office@lsnc.net)