



### **Intake Specialist Position**

The Amara Legal Center is a nonprofit legal services organization dedicated to providing free legal services to individuals whose rights have been violated while involved in commercial sex. To learn more about the Amara Legal Center's mission and work, please visit [www.amaralegal.org](http://www.amaralegal.org).

The Intake Specialist will serve as the lead staff person in managing client requests, providing case management and safety planning, providing legal and social services referrals, and entering data into the legal case management platform, as part of the intake process. This position will be responsible for speaking with potential clients to learn about their legal issues and to refer them to social services and other legal services outside of Amara's practice areas and jurisdictions. The right candidate will enjoy talking with people from diverse communities, be interested in working with a team to help clients in need, and be able to summarize client stories and recognize general legal issues that clients may have.

#### **Role/Responsibilities:**

- Manage all client calls/contacts that come into the organization via phone calls, emails, online form submissions, and referrals from intake partner organizations.
- Coordinate in-person intake schedules with partner organizations.
- Conduct intake interviews with potential clients, in-person, over the phone, and via online platforms, such as Zoom and GoogleMeet; screen for client population eligibility and summarize legal issues and needs.
- Track client intake and follow-up after intake.
- With supervision from the Executive Director, assign clients to the appropriate Amara Staff Attorney for legal case assessment.
- With supervision, refer clients to partner organizations for social service needs or legal issues outside Amara's practice areas.
- Accurately input and update all required client information into Amara's case management platform during the intake process.
- Ensure data collection protocols and best practices for data reporting are followed; create, maintain, and retain physical and electronic intake documents and case notes, including intake forms, case management database, grant reports, referrals information, and correspondence.
- Be familiar with intake partners' services and referral network services to refer clients who may not qualify for Amara services;
- Provide case management to meet clients' social service needs including identifying housing options and resources to meet clients' basic needs.
- Maintain intake partners and referral partner list and update contact, services, or any

changes that need to be noted.

- Coordinate quarterly meetings with referral and intake partners;
- Build partnerships to expand referral network
- Publicize intake partners to potential clients and organizations that may encounter survivors of trafficking.
- Distribute, track, and provide follow-up for client surveys
- Other administrative duties and special projects as needed.

**Desired Skills/Qualifications:**

- Background in social work, case management, advocacy, cultural competence and familiarity with issues facing low income communities, non-profit legal services, and familiarity with legal and government processes, or other comparable public interest experience.
- Strong interpersonal skills and ability to work with diverse populations, including survivors of trauma
- Ability to relate to and communicate with a broad range of clients and colleagues
- Excellent written and oral communication skills
- Ability to summarize information accurately and identify potential legal issues
- Commitment to serving low-income and under-served communities
- Values working cooperatively with others, both within the organization and in the community
- Displays enthusiasm and a willingness to accept responsibility and fulfill job requirements
- Strong computer skills, including Microsoft Office and experience with or ability to learn a case management platform
- Strong organizational skills and excellent attention to detail

**Preferred:**

- Bachelor's degree in Social Work
- 1-3 years experience as a case manager or social worker
- Experience or training in trauma-informed interviewing
- Knowledge about housing and social service resources in the DMV area

*Salary is negotiable*

***TO APPLY:*** Submit a cover letter, three references, and your resume to [recruiting@amaralegal.org](mailto:recruiting@amaralegal.org). We will review resumes and schedule interviews on a rolling basis. Applications that are incomplete will not be reviewed. References will not be contacted until the final phase of the hiring process.