



## Volunteer Legal Services of Central Texas Job Description

**Job Title:** General Law Case Coordinator

**Date:** June 2021

**Reports To:** Deputy Director

**FLSA Status:** Full Time, Exempt

**Location:** Austin, TX

### About VLS

**Mission:** To help low-income clients access the civil justice system by providing volunteer attorneys who donate free legal advice and representation, and by supporting and training those attorneys.

**Vision:** Poverty is not a barrier to justice.

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### General Summary

The General Law Case Coordinator is responsible for working closely with the General Law Staff Attorney in managing the general law pro bono caseload through attorney volunteer engagement and case management. This includes staffing legal and advice intake clinics, interviewing applicants for services (English and Spanish), placing general law cases with attorney volunteers, general case management, supporting continuing legal education trainings for attorney volunteers, arranging for interpretation on cases, and other tasks as needed. The General Law Case Coordinator will work closely with the Deputy Director and General Law Staff Attorney to keep cases moving forward while maintaining good volunteer and client relations. The General Law Case Coordinator will demonstrate cultural awareness in their interactions with staff, volunteers, and clients and will demonstrate a commitment to utilizing VLS data systems and technology to support all program activities and race equity in all endeavors.

### Essential Responsibilities and Duties

- Staff legal intake and advice clinics, including a weekly remote phone clinic (when safe, clinics will open in-person once again and this will be a weekly evening clinic and monthly Capital Area AIDS Legal Project clinic).
- Interview applicants for services at clinic.

- Conduct intake for Spanish-speaking general law applicants who are referral candidates for direct representation and placement with an attorney volunteer.
- Refer/place general law cases with attorney volunteers.
- Manage cases, including regular communication with attorney volunteers and/or clients.
- Provide support for the coordination and implementation of continuing legal education trainings for attorney volunteers.
- Arrange for interpreter volunteers for meetings with attorneys and mediations and for uncontested court cases.
- Arrange for certified interpreters for depositions.
- Work with court staff to find certified interpreters for contested court cases.
- Spanish interpretation between clients and their attorneys when needed.
- Other duties, as assigned.

### **Knowledge, Skills and Experience**

#### *Required*

- Bachelor's degree or previous relevant experience as a paralegal.
- Fluent in both English and Spanish.
- Excellent communication skills.
- Demonstrated ability to work under time constraints, be goal-oriented and maintain productive and supportive interactions with volunteers and staff.
- Knowledge of Microsoft Office applications (i.e. Word, Excel, etc.)
- Knowledge of working in legal case management software, LegalServer preferred.

#### *Preferred*

- Demonstrated commitment to pro bono legal services.
- Experience working with individuals under stress/experience mental health issues.
- Experience working with legal staff.
- Excited about new technologies.
- Attention to detail.
- Demonstrated ability to work collaboratively and in support of teams.
- Demonstrated commitment to diversity of thought and experience in effectively working with a diverse population.

### **Physical Requirements and Work Environment**

The General Law Case Coordinator will be expected to have daily transportation to attend clinic, and other VLS events as necessary. The position requires a flexible schedule as clinics and communications with attorney volunteers and clients may occur in the evenings or on weekends. The General Law Case Coordinator will spend some time in the office that could involve intermittent physical activities including bending, reaching, sitting, and walking during business hours. Additionally, it is anticipated that the person may spend several hours of each day seated at a computer. Reasonable accommodations may be made to enable a person with physical disabilities to perform the job.