



September 21, 2021

INTAKE MANAGER

Greater Boston Legal Services (GBLS) is an Affirmative Action/Equal Opportunity/Accessible Employer and strives to ensure that our staff members reflect the diversity of the communities we serve.

GBLS provides free legal services and representation to clients in the greater Boston area who cannot afford private legal representation.

GBLS seeks an Intake Manager who will have primary responsibility for ensuring that GBLS operates an effective and efficient intake system. Intake includes the range of activities intended to enable people eligible to receive services from GBLS to know what services are available and to access those services, including eligibility, screening, referral, advice, brief service, publicity, outreach, and case acceptance. This is a new position at GBLS. The intake manager will play a lead role in participating-in and evaluating the current intake system, including its development, and recording of demographic data, to ensure that racial justice is embedded within the system for equal access for all.

Core Responsibilities:

The Intake Manager will be directly responsible for the following:

- Develop recommended standards and guidelines for: screening, referral, information for case review, advice, and brief service.
- Maintaining relationships with Eastern Regions Legal Intake and other organizations concerning intake activities.
- Creating & maintaining community connections to respond to present and emerging needs and to all the diverse communities within Greater Boston.
- Expand the use of technology in support of intake.
- Direct management and supervision of centralized intake activities and collaboration with unit managers and practice group leaders.
- Working with GBLS racial justice, client access and language access committees to promote full access to GBLS services.
- Develop practice standards and monitoring systems to ensure quality control.
- Participating in the GBLS management group on program wide policy issues.
- Collaborate with the Development team, developing funding strategies and systems for managing and reporting on grants;
- Collaborate with Human Resources, in accordance with Staff and Attorney CBAs.

Qualifications:

- A minimum of 5 years of experience in legal services or similar advocacy organizations.
- Lived experience will be considered as substitute for years of professional experience.
- Prior management, supervision, or administrative experience.
- Demonstrated ability to mentor and supervise in a collaborative manner that provides opportunities for growth and professional development.
- Excellent written and oral communication skills.
- Experience analyzing legal problems or providing legal advice a plus
- Commitment to poverty law issues.
- Demonstrated success in providing culturally competent and accessible services to diverse client groups.

Salary is \$65,000 to \$80,000. GBLS offers a generous benefits package, retirement contribution, a student loan repayment assistance plan for eligible attorneys, and generous PTO leave. Candidates should submit a letter of interest, resume and brief writing sample to the Personnel Team via e-mail at jobs@gbls.org. Please refer to **Job Code: INT-MA** when applying for this position. **Deadline is November 2, 2021**, or until position is filled.

GBLS encourages applicants from a broad range of backgrounds and experiences.