



Job Description | Legal Advocate (Bilingual-Spanish)

Position Title: Legal Advocate (Bilingual-Spanish)

Supervisor: Legal Director

FLSA Status: Exempt

Employment Status: Full-Time

Salary: Market Rate

The Legal Advocate is responsible for responding to initial inquiries from potential clients, and community members regarding the services HopeWorks offers. Advocates work closely with other advocates and the attorneys, as well as other members of the agency. The ideal candidate will be organized, detail oriented, capable of continually prioritizing tasks, have excellent time management, have a flexible schedule, and be able to function effectively in a fast-paced environment. Advocates must work well with and be able to voice one's thoughts in a team setting.

Minimum Qualifications:

- Native or near-native fluency in Spanish
- Experience working with adults (preferred)
- Excellent oral and written communication skills
- Passionate about the mission and philosophy of HopeWorks
- Team oriented and believes in a strengths-based approach to services
- Availability to work at least two evenings per month, as needed, to meet client needs
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and other computer software
- Current, valid driver's license and insurance and reliable transportation to travel between office and court
- Bachelor's degree

Essential Duties and Responsibilities:

BRIEF ADVICE, INFORMATION & REFERRAL

- Respond promptly to phone calls to HopeWorks from potential clients and community members
- Provide brief advice, information, referral, and safety planning, as appropriate, to potential clients
- Promptly update the Team Legal Calendar to reflect appointments and potential cases
- Maintain a full supply of forms, information sheets, pamphlets and resource lists applicable to standard client/community requests
- Maintain accurate and up-to-date contact logs and statistical information for electronic files, grants and departmental reports

INTAKE & CASE MANAGEMENT

- Conduct intake for potential clients seeking consultation or representation or other services from the Department of Legal Services. Provide accurate summaries to attorneys for decision-making.
- Provide case management services to clients requiring additional assistance to address economic, consumer, and other attendant issues
- Maintain client case files and insure that all required information is complete before forwarding to attorney or closing case file
- Maintain and update the Conflicts Database for the Department of Legal Services contemporaneously with contact to the department
- Maintain accurate and up-to-date contact logs and statistical information for electronic files, grants and departmental reports



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Competencies:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

Communication: Oral and Written	Effectively transfers thoughts and expresses ideas orally or in writing in individual or group situations. Speaks comfortably with a diverse array of individuals and groups.
Problem Solving	Identifies and resolves problems in a timely manner as well as skillfully gathers and analyzes information.
Judgment	Displays willingness to make decisions; exhibits sound and accurate judgment; makes timely decisions; displays strong ability to prioritize.
Collaboration and Teamwork	Supports a positive team environment in which members participate, respect and cooperate with each other to achieve desired results.
Planning and Organization	Prioritizes and plans work activities; uses time efficiently; and adapts to fluctuations in work pace.
Professionalism	Thinks carefully about the likely effects on others of one's words, actions, appearance, and mode of behavior. Selects the words or actions most likely to have the desired effect on the individual or group in question.
Diversity	Supports and promotes an environment that appreciates and holds opportunities for all, regardless of race, religion, culture, sex, gender identity or expression, sexual orientation, physical or mental ability, health status, age or other diversity factors.
Safety and Security	Observe safety and security procedures, and uses equipment and materials properly.
Physical Demands	The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk, speak, communicate and hear. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

To perform this job successfully, the incumbent will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

Apply: Applicants must submit a letter of interest and complete resume to:

Sylvie G. Henry, Esquire

Director of Legal Services

HopeWorks of Howard County

5457 Twin Knolls Road, Suite 310

Columbia, MD 21045

E-mail: shenry@wearehopeworks.org

Fax: 410-997-1397

NO phone calls will be accepted