

CLIENT SERVICES COORDINATOR – FULL-TIME

Mid-Minnesota Legal Aid (MMLA) is seeking a full-time client services coordinator. This position will operate out of MMLA's Minneapolis office and provide support to client intake staff in all our regional offices. This position allows for a hybrid work environment and will start soon after an offer is extended.

As an equal opportunity employer, MMLA is committed to inclusive hiring and dedicated to diversity in our work and staff. We strongly encourage candidates of all identities, experiences, and communities to apply. We welcome information about how your experience can contribute to serving our diverse client communities. Applicants are encouraged to share in their cover letter how they can further our goal of equal justice for all. We are committed to a discrimination- and harassment-free workplace.

RESPONSIBILITIES:

- Apply the principles of MMLA's Racial Justice Values Statement in all interactions.
- Provide supervisory support to a team of staff dedicated to providing essential client services to the communities we serve.
- Collaborate with supervisors and managers in all MMLA offices.
- Create monthly reports for supervisory teams using data collection software from case management system and telephone systems.
- Complete data analysis to determine how services can be improved, using evidence-based practices and innovative and creative solutions.
- Serve as organization point of contact for Statewide Coordinated Intake Project.
- Facilitate team meetings and learning opportunities on all aspects of client services, including training on working with communities, case management systems, intake operations and documentation.
- Maintain, update, and add to Intake Training Manual.
- Collaborate with staff at legal aid organizations state-wide and community organizations within service area to provide person-centered, trauma informed, and appropriate services to people experiencing crisis and in need of civil legal representation.
- Assist in grant reporting by providing information about client services, client needs, and intake numbers.
- Answer phone lines as needed and screen clients for a wide range of legal issues for in-house assistance or referral to legal aid partners.
- Respond to client complaints and grievances.
- Maintain case and client information in compliance with MMLA protocols, grant requirements, and ethical obligations.
- Other duties as needed.

QUALIFICATIONS:

- Demonstrated interest in and commitment to the needs of low-income/vulnerable clients.
- Experience working with low-income/vulnerable and disability communities preferred.
- Creativity and the desire to work semi-independently.
- Ability to collaborate with MMLA team members.
- Excellent analytical, written and verbal communication skills.
- Proficiency using Microsoft Office required.
- Legal training, knowledge of community resources, and experience with case management software preferred.

- Background, training, or a degree in Social Work is preferred.
- Language proficiency, particularly in Spanish, Somali, Oromo or Amharic preferred.
- Diverse economic, social, and cultural experiences preferred.

SALARY: \$55,000 to \$72,077 per year, depending on experience, plus benefits. Benefits include family medical and dental insurance, short- and long-term disability, life insurance, 403(b) with employer match, FSA, employee assistance programs, and generous paid time off.

APPLICATIONS: Submit resume and cover letter expressing interest in the position via email at apply@mylegalaid.org. Please put the job title “Client Services Coordinator” in the subject line of your email. Applications received by May 5, 2023, will receive first consideration, but applications received after May 5 will be considered on a rolling basis until the position is filled.

If you require a reasonable accommodation for completing this application, interviewing, or otherwise participating in our employee selection process, please contact Ann Cofell at acofell@mylegalaid.org.

Please direct all other inquiries to hire@mylegalaid.org.

Mid-Minnesota Legal Aid is an Equal Opportunity/Affirmative Action employer.