



COMMUNITY
LEGAL SERVICES
IN EAST PALO ALTO

HOUSING INTAKE AND CLINIC COORDINATOR
Applications accepted until the position is filled

CLSEPA's mission is to provide transformative legal services that enable diverse communities in East Palo Alto and beyond to achieve a secure and thriving future. We serve low-income and working-class populations, predominantly communities of color in the areas of immigration, housing, employment, and reentry law. We combine direct services with community education, technical assistance, and policy advocacy.

Our Values

We value *Service, Equity, Humility, and Inclusion*, and practice:

- Working towards our mission with colleagues, clients, and community. We recognize that people come to us as whole beings. Service is inherent in treating others the way you want to be treated and recognizing we all have the power to create change;
- Acknowledging, addressing and reducing harm that results from inequities in society and within our own organization. Working towards equity involves decreasing systematic mistreatment and barriers created by systems of social inequality. It also involves working towards increasing shared access to power, privilege, and resources in the community and within the workplace;
- Understanding that learning is a life-long process, and we can learn from non-traditional sources, like clients and each other. Listening with active curiosity and thinking about your own reactions and judgments, appreciating other identities, expressions, behaviors and ways of being and doing that are different from your own; and
- Creating an environment where everyone, including those who have been historically excluded, is valued, able to participate fully, and have a voice.

CLSEPA seeks an **Intake and Clinic Coordinator** with our Housing team. This is an opportunity to be on the front lines of responding to the economic and housing crises facing our community of clients. As part of the intake team, you will help build trust with potential clients and collaborate with the 8-person housing team comprised of attorneys and professional staff who work together to respond to clients' needs. The Housing team provides direct legal services, which includes representing tenants in unlawful detainer (eviction) lawsuits, other affirmative litigation and administrative proceedings, community education and outreach regarding tenants' rights.

As the **Intake and Clinic Coordinator**, you will:

- Conduct intake interviews and provide follow up support in English and Spanish with potential clients, in-person and over the phone;
- Interface with CLSEPA attorneys to provide administrative support, including case management, file/database maintenance, Spanish-language interpretation, drafting correspondence and other legal documents, and assisting with court filings and other litigation-related tasks;
- Coordinate groups of volunteers to meet with clients in a "clinic" setting (remote or in-person); and
- Assist with and participate in community outreach and education events.

As the **Intake and Clinic Coordinator**, you have:

Excellent written and oral communication skills;

Proficiency in Spanish and English; fluency preferred but not required;

Ability to summarize information accurately and identify potential legal issues;

Commitment to serving formerly incarcerated people, low-income communities, and communities of color; and

Value working cooperatively with others, both within the organization and in the community.

Compensation

Starting salary for this full-time non-exempt position is \$32.21 per hour (depending on experience).

The ranges provided are CLSEPA's reasonable estimates of the base compensation for this/these roles. The actual salary amount may be higher or lower, based on non-discriminatory factors such as experience, knowledge, skills, and abilities.

Benefits and Perks

In addition to a competitive compensation package, we offer competitive benefits, including health insurance, generous PTO and a 403(b).

To promote and support financial wellness, CLSEPA pays state bar dues, and malpractice insurance. This position qualifies for Public Service Loan Forgiveness (as it currently stands).

Physical Requirements

Prolonged periods of concentration while sitting at a desk and working on a computer.

Location

CLSEPA is a hybrid workplace. Employees are expected to reside in the Bay Area/Northern California and at a distance allowing them to commute to their physical CLSEPA base location or other service delivery locations as needed. **This position requires in person presence at our East Palo Alto office at least three days per week.**

CLSEPA is an equal opportunity/affirmative action employer that provides equal employment opportunities to all qualified employees/applicants in all of our employment practices without regard to race, religion, color, sex or gender (including gender identity, pregnancy, childbirth, lactation, pregnancy-and childbirth- related medical conditions), sexual orientation, national origin, ancestry, age, uniform-service member/veteran status, marital status, medical condition, physical or mental disability, taking/requesting statutorily protected leave, or any other basis protected by law.

Pursuant to the San Francisco Fair Chance Ordinance, CLSEPA will consider for employment qualified applicants with arrest and conviction records.

Application Process

The success of our mission is dependent on building and maintaining an organization that includes people from different backgrounds and experiences who can challenge each other's assumptions with new perspectives. To that end, we look for a diverse pool of applicants including those from historically marginalized groups - women, people with disabilities, people of color, formerly incarcerated people, people who are lesbian, gay, bisexual, transgender, and/or gender nonconforming, first- and second-generation immigrants, veterans, and people from different socioeconomic backgrounds.

Applicants are encouraged to apply as soon as possible by submitting a resume, cover letter, writing sample and 3 professional references using this [link](#) or email jobs@clsepa.org. Applications will be accepted until the position is filled.

Why a cover letter? We want to learn more about why CLSEPA - CLSEPA's clientele is extremely diverse, and the majority of our clients are low-income persons of color. It is critical that our staff work effectively in all cross-cultural situations, with clients, with our coworkers, and with the community, and that we create an inclusive and respectful workplace in which differences are acknowledged and valued.

Cover Letter Prompt

Feel free to think broadly about your response to the following question (applying various aspects of your life and personal experiences):

How do you think your personal background or experiences, professional or otherwise, have prepared you to contribute to our commitment to service, equity, humility, and inclusion amongst our staff?