Maryland Volunteer Lawyers Service
Baltimore, Maryland
Intake Paralegal
(Full-time, non-exempt)

Maryland Volunteer Lawyers Service (MVLS), founded in 1981, is the oldest and largest volunteer legal services organization in Maryland. Maryland Volunteer Lawyers Service (MVLS) removes barriers to justice through free civil legal help, community engagement, and advocacy for equitable laws. Our vision is for a fair legal system that is free of injustice and equitably serves underrepresented Marylanders. We achieve this goal primarily through our core pro bono program and more targeted programs that serve specialized legal needs. For more program information, visit our website: www.mvlslaw.org.

MVLS's core values are teamwork, passion for MVLS's mission, commitment to clients, volunteers, and community partners, initiative and commitment to eliminate systemic barriers to justice based on race and economic disparities. MVLS is committed to fostering an inclusive culture in the workplace. Our work to end barriers to justice starts with increasing the racial diversity of our staff to better reflect the communities we serve.

This position focuses on screening clients for acceptance into the MVLS program and matching them with volunteer attorneys, with a focus on assisting homeowners facing foreclosure.

Job Responsibilities:
☐Provide intake services, primarily through phone intake, to potential MVLS clients
☐Review applications received through telephone and on-line intake
☐Screen applicants for income eligibility, case type and Maryland county of residence.
☐Contact volunteer attorneys to place eligible client cases
☐Use LegalServer database to manage documents and paperwork associated with cases, e.g., client applications, court documents, financial eligibility documents, important correspondence, invoices or requests for reimbursement.
☐Develop proficiency using LegalServer database, especially with respect to client and volunteer-related data entry and document management.
☐Troubleshoot client or attorney disputes and report to the Pro Bono Program Manager and Director of Program Management for resolution
☐Participate in pro bono program outreach activities that may include occasional weekend and evening work
☐Other administrative duties as assigned

Skills:
- Client-centered customer service skills are essential to success in this position.
- Excellent computer, data entry, and organization skills
- Must be detail-oriented
- Must possess ability to deal with difficult callers in crisis
- Works well with others; a team player
- Strong written and oral communication skills essential
- Spanish language skills a plus

Experience & Education:
- At least 2 years of administrative, customer service, or legal experience
- At least 2 years of college or a paralegal certificate from an accredited institution is a plus
- Computer and data entry experience required
- Proficient in Microsoft Office suite of programs, i.e., Outlook, Word, Excel.
- Demonstrated commitment to underserved communities

Salary is $35,000 - $40,000 with excellent benefits, including health insurance (with dental and vision benefits), sick leave and vacation. This position is funded through a one year grant by the Maryland Department of Housing and Community Development and is dependent on continued grant funding. This position is currently partially remote and partially in office due to the Covid-19 pandemic. When MVLS determines that conditions permit employees to return to the office full time, this will be an in-office position.

Submit a cover letter, resume and three professional references from employers or school via email with "Intake Paralegal" in the subject line to mvls@mvlslaw.org by 4 weeks from when position is posted. Applicants are encouraged to address the core values stated at the top of this job posting in their cover letters.

Please, no telephone calls.

MVLS is an equal opportunity employer. MVLS does not discriminate against any applicant for employment or any employee on the basis of race, nationality, ethnicity, age, religion, disability status, sex assigned at birth, gender identity, gender presentation, sexual orientation, or immigration status.