

**CENTRAL CALIFORNIA LEGAL SERVICES  
JOB ANNOUNCEMENT  
LEGAL ADVICE LINE PARALEGAL**

Position: Legal Advice Line Paralegal  
Application Deadline: Open until filled  
Location: Fresno, CA  
Term of Employment: No Specified Ending Date  
Other: Full-time, FLSA Non-exempt, Union Position

**To Apply:** Please send cover letter, resume and required documentation to:  
Manuel Romero, Director Administration  
[mromero@centralcallegal.org](mailto:mromero@centralcallegal.org)

**Program Description**

The mission of Central California Legal Services, Inc. (“CCLS”) is to *Advance Justice and Empower People*. The organization provides a wide range of free civil legal services to low-income, elderly and other eligible individuals located in Fresno, Kings, Merced, Mariposa, Tulare and Tuolumne counties. A limited range of services, primarily legal assistance for health care consumers, is also provided to eligible individuals located in Madera, Monterey, San Benito, San Luis Obispo and Stanislaus counties. CCLS maintains offices in Fresno, Merced and Visalia.

**Legal Advice Line Description**

The CCLS Legal Advice Line (“LAL”) allows individuals and groups in Central California to apply for, and if determined eligible, to receive legal advice regarding a wide range of legal issues over the telephone and as a walk-in. The CCLS LAL is responsible for the efficient delivery of high-quality legal information, advice, and referral with regard to a broad array of legal issues, including housing, public benefits, health, consumer, education, and family security.

**Job Description**

Under close attorney supervision, an LAL Paralegal is responsible for effectively and efficiently answering incoming calls, conducting initial applicant screening, performing conflict checks, determining eligibility for services, providing referrals to applicants that are determined to be non-eligible, interviewing clients determined to be eligible by phone or as a walk-in, entering client information and notes into computer system and maintaining client files, conveying legal information and approved advice consistent with established guidelines, assembling and mailing appropriate correspondence and literature to clients as needed, participating in organizational projects such as developing and conducting client surveys, continuously improving their knowledge and ability to provide efficient, high quality legal assistance, engaging in community outreach as directed, and performing other duties as assigned.

**Required Qualifications**

1. Education, training and experience sufficient to meet the requirements of Business & Professions Code § 6450, including documentation of at least one of the following:

- a. A certificate of completion of a paralegal program approved by the American Bar Association.
  - b. A certificate of completion of a paralegal program, or a degree from, a postsecondary institution that requires the successful completion of a minimum of 24 semester, or equivalent, units in law-related courses and that has been accredited by a national or regional accrediting organization or approved by the Bureau for Private Postsecondary and Vocational Education.
  - c. A baccalaureate degree or an advanced degree in any subject, a minimum of one year of law-related experience under the supervision of an attorney who has been an active member of the State Bar of California for at least the preceding three years or who has practiced in the federal courts of this state for at least the preceding three years, and a written declaration from this attorney stating that the person is qualified to perform paralegal tasks.
  - d. A high school diploma or general equivalency diploma, a minimum of three years of law-related experience under the supervision of an attorney who has been an active member of the State Bar of California for at least the preceding three years or who has practiced in the federal courts of this state for at least the preceding three years, and a written declaration from this attorney stating that the person is qualified to perform paralegal tasks. This experience and training shall be completed no later than December 31, 2003.
2. Ability to interact with individuals and groups in a professional, courteous, and culturally competent manner.
  3. Ability to work both independently and cooperatively in a team environment; maintain positive working relationship with team and other staff members; and provide and receive assistance from team and other staff members.
  4. Ability to speak on the phone and take consecutive calls for up to two hours without a break multiple times per day; and ability to work under pressure and deal with stress while maintaining a professional and appropriate manner with callers and staff.
  5. Ability to work quickly but accurately, multi-task, and meet short time lines.
  6. Ability to engage in outreach activities in the community when and if required, and means (e.g., personal automobile and lawfully required insurance) to travel as needed.
  7. Ability to work evenings and weekends when and if required.
  8. Excellent oral and written communication skills, and ability to document work activities on a contemporaneous and accurate basis.
  9. Ability to be punctual and reliable in attending work and keeping work commitments.

10. Ability to obtain and maintain detailed understanding and ensure compliance with grantor requirements and CCLS policy and practices.
11. Ability to obtain and maintain detailed understanding of substantive law areas addressed by the Advice Line.
12. Bilingual in English and at least one other language commonly spoken in the Central Valley.

### **Compensation**

Hourly rate of pay for this position is based upon experience (Range: \$16.33-\$25.00 an hour/Yearly \$30,492-\$48,768); Benefits package includes: partial employer paid medical, dental, and vision coverage for employee and employee dependents; employer paid life and long term disability coverage; employer contribution to 403(b) retirement plan; 14.5 paid holidays per year; and generous vacation and sick leave policy.

*CCLS 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.*