

Neighborhood Legal Clinics

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| Address: | 1200 5th Ave, Suite 700, Seattle, WA 98101 |
| Website: | https://www.kcba.org/For-the-Public/Free-Legal-Assistance/Neighborhood-Legal-Clinics |
| Mission: | Neighborhood Legal Clinics program, part of the King County Bar Association, offers free, limited legal advice and referrals to King County residents and Washington State residents with legal issues in King County who might otherwise have no access to the legal system. It is a goal of the program to make the clinics accessible regardless of barriers such as income, education, language or disability. |
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| Intern Title: | Intake & Referral Intern |
| Internship Description: | <p>The NLC Intake & Referral (I&R) internship is focused on providing direct service to clients by scheduling them for free 30-minute legal consultations on civil legal issues, as well as making referrals to outside organizations. We have clinics specializing in family law, debt/bankruptcy, civil rights, and general clinics (that commonly handle landlord-tenant issues and employment law questions). After training, I&R interns receive a list of clients who have requested a pro bono legal appointment, call those clients, and then schedule and refer them as necessary to get help.</p> <p>The core skill of this internship is communication and synthesis of information: we listen to a client’s story, determine what the key legal issue(s) is/are, schedule an appointment for the client, and write a focused summary for the attorney who will call that client. The main project for this internship would be intake & referral of NLC clients (mainly assessing legal issues and scheduling appointments while speaking directly with legal aid clients).</p> <p>This is currently structured as a remote internship, but in-person shifts may be possible for candidates who prefer to work from KCBA’s Seattle office.</p> |
| Responsibilities: | <ul style="list-style-type: none"> ● Complete ~10 hours of training ● Receive and review client lists at each shift |

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| | <ul style="list-style-type: none"> ● Call those clients to schedule appointments ● Make referrals to outside organizations as necessary ● Translate client stories into short, professionally-focused summaries for attorneys who will counsel those clients ● Learn about training techniques and approaches, then observe and participate as NLC staff trains new interns (schedule permitting) ● Additional administrative tasks as needed, including client appointment reminder and survey calls |
| Qualifications: | <ul style="list-style-type: none"> ● Communication skills ● Customer service skills ● Strong written communication, ability to synthesize and summarize information ● Reliable phone and internet access, since most work is by phone/Zoom |
| Schedule: | 10 hours per week - preferably spread out in 2 or 3 shifts per week; we would probably have this divided among 3 shifts each week, plus an hour of planning and/or meetings, admin tasks, etc. We're flexible on timing as long as the shifts are during the week and normal business hours (M-F, 9AM-5PM), preference for consistent shifts week-to-week. |
| Location: | This is a remote position, but in-person shifts may be possible at KCBA's Seattle office based on intern's preference. |