



Job Opening Intake Specialist, California (Full-Time)

Who We Are: Family Violence Appellate Project was founded in California by two UC Berkeley Law students spurred into action after learning that the parent who abused the other parent is often awarded child custody in domestic violence cases. FVAP is the first-ever non-profit organization in California and Washington states dedicated to providing free appellate representation to survivors of gender-based abuse with the goal of creating a robust, influential body of case law to change how family courts throughout each state respond to survivors and their children.

FVAP's CA office's clientele is diverse, and we aim to serve individuals and advocates throughout the state including rural, suburban, and urban populations from the most marginalized communities. We are committed to gender and racial justice. We are also dedicated to shaping California law to prioritize the safety of survivors and children by representing clients in Appellate Courts, submitting amicus curiae briefs in cases of statewide importance, requesting publication of important gender-based, intimate partner, and family violence cases, and engaging in legislative and systems change advocacy efforts. We are also committed to supporting the statewide network of gender-based violence and legal aid service providers by providing training, technical assistance, and written informational materials, and by facilitating information exchange among statewide stakeholders supporting survivors.

We are looking for a full-time Intake Specialist to join our team in a significant role in support of social justice. The ideal candidate will be fluent in trauma-informed client communications and excel at organizing the team's case pipeline process and flow of information. The position is non-exempt, full-time and at-will. The immediate supervisor is the Senior Paralegal.

Who You Are: You are compassionate and skilled at fielding calls and emails from people in crisis. Ideally, you have experience working with survivors of domestic violence or other gender-based violence and/or in family law. You have a knack and desire for ensuring processes are organized and running efficiently and smoothly. You live in, or plan to move to, California (Bay Area).

Essential Duties and Responsibilities

Duties include the following (other duties may be assigned):

- Communicate with clients and potential clients in a trauma-informed and client-centered manner by email, phone, and mail;

- Assist clients with intake process including sending and processing intake forms and conducting phone intakes;
- Check office legal mail and scan, forward, file or respond as appropriate;
- Check organizational email accounts and respond to survivor and attorney/legal advocate inquiries and inquiries about access to online trainings and written materials;
- Respond to client calls and manage VOIP phone system and voicemail;
- Run conflict checks for potential clients;
- Gather documents needed for case review including transcripts, and regular follow up on outstanding items;
- Create, update, and close entries in FVAP's case management system for cases, technical assistance matters, amicus briefs, case publication requests, and trainings;
- Create and organize case files in Gdrive;
- Draft, print, copy, scan, file, format and finalize letters and other documents including service of legal documents;
- Communicate with courts;
- Locate and provide referrals;
- Communicate with outside firms and organizations including sending calls for volunteers and cosigners;
- Provide administrative support for oral argument preparation, including moot courts ;
- Provide administrative support for case publication project;
- Support training program by opening new training matters in the case management system, tracking attendee information, editing training videos, working with volunteers to caption training videos, and assisting with training data collection for reporting; and,
- Comply with all agency policies and procedures.

Required Qualifications and Experience

- Prior experience communicating with survivors of domestic violence or other gender-based violence and/or individuals in crisis;
- Excellent organizational skills and attention to detail;
- A commitment to working on behalf of survivors of domestic violence and other gender-based violence and their children;
- A commitment to working in an organization that prioritizes anti-racism and principles of diversity, equity and inclusion;
- Proficiency with Microsoft Office software and Google Suite (Gmail, Google Drive, etc.);
- Ability to handle and prioritize multiple assignments at a given time; and,
- Strong verbal and written communication skills.

Preferred Qualifications

- Education or knowledge of trauma-informed communication practices;
- Knowledge or experience with client management applications/software;
- Knowledge or experience with VOIP phone systems;

- Knowledge of family law and/or experience working in a law firm or legal aid setting; and,
- Ability to communicate with clients (verbal and written) in Spanish (strongly preferred).

Physical and Environmental Conditions: Performance of duties and tasks uses standard office equipment, including telephone equipment and computers. Occasional driving or other travel may be required. Employees are eligible to work remotely within the supervisor's discretion and based on job and organizational duties and needs. This role is required to do in-person work or duties on a regular, weekly basis. This role is located in California, and applicants must live in or plan to move to California and have regular access to the Bay area.

Schedule: This is a full-time position. Currently, FVAP full-time employees work 40 hours per week. FVAP plans to move to a 35 hour per week full-time schedule soon; annual salary will not be impacted by this change. Employees work five days-a-week, and the specific hours and schedule will be determined with the supervisor, likely to include core business hours.

Compensation & Benefits: The full-time Intake Specialist will be non-exempt, paid based on a full-time annual salary of \$60,000-\$72,000 paid hourly at \$28.85-\$34.62/hour (based on the current 40 hour a week full-time schedule), depending on experience.

FVAP offers a generous benefits package, including:

- Subsidized health, dental, vision, life, and AD&D insurance;
- 403(b) retirement plan with 3% employer match;
- FSA plan for commuting, parking, health, and dependent care expenses;
- Employee Assistance Plan and travel assistance;
- Three weeks paid time off per year, with longevity increases;
- 14 paid set holidays per year (and three floating or other holidays per year);
- Administrative office closures on the days after Memorial and Labor days, and between December 25th and January 1st;
- An initial 40 hours paid sick leave, plus additional accrued sick leave; and,
- A professional development budget.

To Apply: Applications will be accepted on a rolling basis, and reviewed starting on October 30, 2023. Applications will be accepted until the position is filled. The ideal start date is by December 4, 2023.

Your Application: Please email your resume, and a cover letter if you think it will help us to understand your interest, skills, or passions better, to:

jobs@fvapl.org, Attention: Renee Boman

References will be required for final candidates.

To promote social justice and best serve our clients, FVAP is an equal opportunity employer and is committed to maintaining a diverse staff and providing culturally responsive services. Individuals of all races, ethnicities, national origins, religions, ages, sexes, sexual orientations, and gender identities, as well as people with disabilities, survivors of domestic violence and other forms of intimate partner, family, and gender-based abuse, candidates from traditionally underrepresented communities and historically oppressed groups, bilingual and bicultural candidates, and those who are the first in their family to complete college or graduate school, are encouraged to apply.

Thank you for your interest in FVAP!