



April 22, 2024

INTAKE MANAGER Administration Unit

Greater Boston Legal Services (GBLS) is an Affirmative Action / Equal Opportunity / Accessible Employer and strives to ensure that our staff members reflect the diversity of the communities we serve.

GBLS provides free legal services and representation to clients in the greater Boston area who cannot afford private legal representation.

GBLS seeks an Intake Manager who will have primary responsibility for ensuring that GBLS operates an effective and efficient intake system. Intake includes the range of activities intended to enable people eligible to receive services from GBLS to know what services are available and to connect with the right legal team. This includes screening, referral, and information collection for case evaluation. This is a new position at GBLS. The intake manager will play a lead role in implementing the redesigned intake system, collecting feedback from staff and clients, and recording of demographic data, to ensure that racial justice is embedded within the system for equal access for all. The Intake Manager will lead continuous improvement efforts to ensure that the newly implemented intake system responds to client, community, and staff needs.

Core Responsibilities:

The Intake Manager will be directly responsible for the following:

- Managing a 5-person intake team as well as a 3-person reception team.
- Implementing and managing the screening, referral, and information for case review, advice, and brief service for callers to the intake line.
- Maintaining relationships with Eastern Regions Legal Intake and other organizations concerning intake activities.
- Expanding the use of technology in support of intake.
- Managing and supervising centralized intake activities and collaboration with unit managers and practice group leaders.
- Community outreach and engagement as the first point of entry with the organizations.
- Working with GBLS racial justice, client access and language access committees to promote full access to GBLS services.
- Partnering with practice group leaders to ensure intake processes align with practice group case priorities and appropriate clients are sent to units.
- Developing meaningful intake metrics and regularly reporting on intake activities to practice groups and GBLS leadership.
- Participating in the GBLS management group on program-wide policy issues.
- Collaborating with Development and IT to collect and report intake and demographic data for grants and funding proposals.

Qualifications:

- A minimum of 3 years of experience in legal services or similar advocacy or human services organizations.
- Other relevant experience may be considered as substitute for years of professional experience.
- Prior management or supervision experience.
- Demonstrated ability to mentor and supervise in a collaborative manner that provides opportunities for growth and professional development.
- Excellent written and oral communication skills.
- Commitment to serving low-income and diverse communities.
- Commitment to continuous improvement of the intake system.
- Commitment to providing culturally competent and accessible services to diverse client groups.

Annual salary is \$70,000 to \$80,000. GBLS offers a generous benefits package, retirement contribution, a student loan repayment assistance plan for eligible attorneys, and generous PTO leave.

Candidates should submit a letter of interest, resume and brief writing sample to the Personnel Team via e-mail at jobs@gbls.org. Please refer to **Job Code: INT-MA** when applying for this position. **Deadline for application is May 6, 2024** or until position is filled.

GBLS encourages applicants from a broad range of backgrounds and experiences.