Client Services Staff Member Job Posting (Non-County Version)

**Job Title:** [insert job title]

**Department:** [insert department name]

**Reports to:** [insert supervisor title]

POSITION SUMMARY

The [insert public defender office] is seeking a [job title] to support public defender clients throughout their legal process, helping to identify client priorities, connecting clients with community social services, and assessing potential enmeshed penalties of legal system contact. This includes conducting in-depth interviews with clients about their circumstances and identifying issues related to immediate or long-term needs, such as housing, mental health services, substance use treatment, and accessing benefits. The [job title] also works with the client to navigate the legal system, refers clients to clinical or relevant experts, obtains medical and treatment records, and connects clients to resources that can address their identified needs.

PRIMARY DUTIES AND RESPONSIBILITIES

As a [job title], you'll serve as a full-time employee working within the public defender’s office. [Job title] plays a pivotal role by providing client-led direct service to people facing criminal charges. Each day presents new challenges and opportunities, from direct engagement with clients to collaboration with community partners to participating in legal proceedings.

Responsibilities include:

* Conduct client interviews and build relationships with clients to understand their priorities, identify potential enmeshed penalties of arrest, and assess barriers to the client accessing desired services.
* Refer clients, based on their priorities, to community programs and social services such as housing, employment, social and medical benefits, and treatment.
* Identify potential civil, family, and immigration legal needs with a nexus to the client’s criminal case and refer clients to legal partners for consultation and representation.
* Build partnerships with local community organizations and government agencies to maintain knowledge about available services and facilitate access for clients.
* Develop and maintain a resource guide of available social and legal services in the local community and in the county more broadly.
* Advocate for clients by engaging with service providers, landlords, employers, and others, conveying clients' stories and needs in a compelling way that gets results.
* In coordination with attorneys, write persuasive mitigation narratives and recommendations to be used in court proceedings.
* Coordinate with legal and social service teams to facilitate collaboration and communication on client cases.
* Maintain detailed knowledge of court processes and requirements; share information with clients and their families about the criminal legal process and assist clients in overcoming barriers to meeting court requirements.
* Collect and report data about your work and achievements.

QUALIFICATIONS

We're looking for people who want to make a change in our community and in the criminal legal system. People who share lived experiences with our clients are encouraged to apply for current openings, given the insight such experience brings into the systems in which we operate.

As a potential [job title], you will need:

* A demonstrated interest in public service or social justice.
* Strong relationship management skills or customer support experience.
* Outstanding verbal and written communication skills, including the ability to draft professional written narratives suitable for submission in court proceedings.
* Comfort in working with minimal oversight and the ability to independently structure your own work.
* Past work or volunteer experience within a public defender office, a legal office serving low-income people, or in social service delivery is preferred.
* Experience bringing trauma-informed approaches to direct service work or enthusiasm for learning how to engage in trauma-informed advocacy.
* Reliable transportation.
* *Professional-level Spanish language skills are highly valued*

COMPENSATION AND BENEFITS

[Completed by office]