

MONTANA LEGAL SERVICES ASSOCIATION



Position Title: Intake Advocate
Location: Helena, Montana

The Intake Advocate offers support, advocacy, information and referrals to victims, instituting a consistent human component to help guide victims through the various systems and processes related to their victimization. The Intake Advocate refers cases as appropriate to the Rural Crime Victim Attorney and/or other MLSA advocates depending on the nature of the legal matter faced by the client.

With funding from the U.S. Department of Justice, Office for Victims of crime, through the National Crime Victim Law Institute, Montana Legal Services Association is implementing a comprehensive, collaborative model for the use of technology to provide legal services and information to crime victims in rural communities

Specific Duties

- Answer incoming calls from victims of crime in Montana.
- Conduct initial screening of crime victim calls.
- Determine if there is a legal aspect to a crime victim's problem and summarize the issue.
- Create computer files for new clients and new cases.
- Develop and maintain knowledge of, and strong working relationships with legal and social service agencies that provide services to victims of crime and make appropriate referrals and collaborate as needed.
- Input data from on-line or paper applications.
- Scan and upload applications and client documents to MLSA's case management system.
- Maintain calendars in the case management system and scheduling advice appointments with MLSA advocates as appropriate.
- Other duties as assigned.

Requirements

- Associate's Degree or equivalent educational experience.
- Excellent oral and written communications skills.
- Good listening skills.
- Strong interpersonal and verbal skills.
- Capacity to learn and adapt.
- High degree of computer data entry proficiency and accuracy.
- Ability to travel, occasionally overnight.
- A commitment to providing high quality legal assistance to crime victims in Montana.
- Ability and willingness to work cooperatively and collegially within a decentralized statewide law firm.
- Proficient at the use of technology, including, but not limited to, word processing, spreadsheets, internet-based programs and computer-based legal research.
- Comfortable using technology and learning new programs to aid legal service provision.

- Willingness to learn and further develop technology skills and abilities.
- Dependability, initiative and motivation and concern for the interests of the crime victims.

The Montana Legal Services Association is an Equal Opportunity Employer.

Salary: \$30,000 per year and up, DOE. MLSA offers an attractive benefits package, including health, dental, vision, and life insurance, retirement and educational loan repayment assistance.

To Apply: Send a letter of interest, three professional references, writing sample, and resume to [hiring@mtlsa.org](mailto: hiring@mtlsa.org).

Submission Deadline: Screening of applicants will begin immediately and the position will remain open until filled.