



Philadelphia VIP
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JOB DESCRIPTION – Pro Bono Case Manager

Philadelphia VIP, the hub of pro bono in Philadelphia, recruits, trains, and supports volunteer attorneys who provide free legal services to low-income clients.

POSITION SUMMARY: Reporting to a Supervising Attorney, the Pro Bono Case Manager plays a critical role in VIP's volunteer-based service model. Within VIP's Legal Team, the Pro Bono Case Managers have primary responsibility for working up new cases and placing them with volunteer attorneys who provide pro bono representation. The position is full-time and non-exempt, with generous employee benefits and an outstanding team atmosphere. VIP values a diverse work environment and strongly encourages people of color, people who identify as LGBTQ, and people with disabilities to apply.

KEY QUALIFICATIONS:

- Bachelor's Degree required (this position does not require a J.D.)
- Demonstrated interest in supporting volunteers and commitment to VIP's service model
- Passion for access to justice for underserved communities
- Ability to speak and read a foreign language – especially Spanish, Arabic, or Southeast Asian languages – strongly preferred, but not required
- Excellent analytical skills, including facility with quantitative and qualitative data
- Excellent written and oral communication skills
- Demonstrated capacity to build relationships with individuals from diverse backgrounds
- Experience assisting low-income clients and pro bono volunteers preferred, but not required
- Collaborative, has capacity to receive and act on feedback, able to play both leadership and team member roles
- Close attention to detail, organized, and able to manage multiple, simultaneous projects and deadlines
- Embraces technology, including leading-edge case management systems

KEY FUNCTIONS

1. Recruit and retain volunteer attorneys in private practice to fulfill VIP's mission:

- Actively recruit volunteer attorneys and efficiently match volunteers with clients, including maintaining volunteer records to identify volunteer prospects for new cases.
- Develop new sources of potential volunteers, while retaining current volunteer relationships.

Since 1981, the hub of pro bono legal services in Philadelphia

- Actively strengthen partnerships with key stakeholders, including law firms, and participate in volunteer recognition efforts and events.
- Assist in planning, execution, and follow-up for volunteer clinics, trainings, and other events.

2. Guide and support clients and volunteer attorneys throughout the life of the case:

- Interview new clients to gather necessary information and documents; assess the legal merit of cases, with attorney supervision; and develop client relationships.
- Develop client relationships and provide ongoing case management.
- Facilitate the volunteer-client relationship, and obtain case updates from attorneys.
- With attorney supervision, provide technical assistance to volunteer attorneys in case subjects, procedures, support services, and client interaction.
- Monitor cases for status reports, deadlines, and emergencies.

3. Manage a Legal Team strategic project:

- Administer a distinct project tied to VIP's legal work, which will include developing a deeper knowledge of a particular legal issue.
- Improve the project's structure, methods, and design, as necessary.
- Strategic projects include the Mortgage Foreclosure Diversion Program, Landlord/Tenant Eviction Defense, Custody Advice-Only Panel, and Language Access, and generally make up about a quarter of the Pro Bono Case Manager's workload.

4. Lead and support other efforts to further VIP's mission and strategic goals:

- Help implement VIP's 2017-2020 Strategic Plan, including primary responsibility for designated task(s).
- Track metrics to meet goals and improve recruitment, retention, and case referrals.
- Develop and strengthen sources of "in kind" case support services for volunteers, including interpreters and translators for language access.

HOW TO APPLY: E-mail cover letter and resume to Karna Laubenstein, Operations Manager, klaubenstein@phillyvip.org. No calls, please.

WHAT TO INCLUDE IN YOUR COVER LETTER: All cover letters should include salary requirement, potential start date, and any non-English language skills. Applicants are invited to include a statement about how the applicant's unique background and/or experiences might contribute to the diversity, cultural vitality, and perspective of VIP's staff team and legal practice.

DEADLINE: Applications will be reviewed on a rolling basis, with priority given to those received by **Thursday, August 15, 2019**.

IDEAL START DATE: Mid-September 2019.

PHILADELPHIA VIP IS AN EQUAL OPPORTUNITY EMPLOYER