



## NEIGHBORHOOD LEGAL SERVICES SEEKS A PRO BONO MANAGER

Please submit your letter of interest, resume and writing sample to [hr@nlsa.us](mailto:hr@nlsa.us)

### PRO BONO MANAGER- # 102

This position is a dynamic opportunity for an individual to continue to develop the framework and the program for an exceptional pro bono program at Neighborhood Legal Services. The best candidate will establish and grow this program to highlight and compliment the many established NLS pro bono projects; will continue and extend relationships and partnerships in the legal communities of the NS service area; will cultivate and continue dynamic relationships with key stakeholders and housing advocates; will advance NLS's strategic vision, infrastructure, and support systems for the new pro bono program.

NLS, headquartered in Pittsburgh, PA, is dedicated to providing high-quality civil legal services to low income and vulnerable residents of Allegheny, Beaver, Butler, and Lawrence Counties in Southwestern Pennsylvania. NLS is the primary provider of civil legal aid in the region, delivering its services through four county offices and centralized intake and helpline systems. In addition to a staff of approximately 80, with nearly 200 volunteer attorneys from the private bar to provide pro bono legal advice and representation to those in need.

NLS works closely with the local bar associations and other nonprofit organizations in the region to expand access to the courts and to address the most critical civil legal needs of low income and vulnerable residents living within its service area. NLS is a member of the Pennsylvania Legal Aid Network (PLAN) of civil legal aid programs

NLS offers an exceptional benefit package and engaging culture for all employees. Duties of this role include:

#### **SPECIFIC EXPECTATIONS:**

- **General Responsibilities.** Responsible for implementation of and relevant updates for current pro bono program including referral processes, recruitment and overall quality control of program. Act as Program Liaison; participate in trainings and meetings regarding pro bono matters; contribute to program development including program materials, webpages, online resource library, brochures, newsletters, and publicity.
- **Pro Bono Projects.** Organize, develop, maintain, refine, and report on client-centered pro bono projects, volunteer engagement, technology usage, community partnerships, fundability, and return on investment.
- **Community Engagement.** Cultivate relationships with law firms and corporations, bar associations, the judiciary, other pro bono professionals, and community advocates; and maintain involvement with local, state, and national pro bono networks, bar associations, and affinity groups with regard to all program development and relationships.
- **Training.** Collaborate with staff, volunteers, and independent contractors to develop and produce CLE trainings and materials for attorneys, law firms, businesses, nonprofit organizations, educational institutions (law schools), and government entities. Develop, maintain, and ensure training for all NLS volunteers. Support volunteers with questions and provide mentoring directly and by facilitating



mentoring relationship among volunteers. Continue developing and supporting interactive and innovative training methodologies in CLEs offered by NLS.

- Coordinate Pro Bono with Intake. Continue efforts to integrate pro bono projects into NLS's intake department and case management system for effective assignments and monitoring.
- Quality Control System. Maintain and develop quality control systems for cases assignments that ensure compliance with grants and all reporting.
- Ensure accuracy and data integrity of pro bono records in case management/constituent relationship systems.

## **OUTREACH DUTIES**

- Further local Bench/Bar relations by participating in local and state bar committees at the direction of the Executive Director;
- Under direction from the Directors, serve as a spokesperson for NLS to the media and other audiences on relevant substantive legal topics and participate in community forums as NLS representative;
- Organize and lead on overall recruitment for Private Attorney Involvement (PAI) and the Pro Bono Program and all NLS Pro Bono Projects, including all NLS CLE seminars and reporting CLE credit for pro bono services;
- Collaborate to develop legal education activities for the legal services and local bar communities related to NLS Private Attorney Involvement (PAI) and NLS Pro Bono Projects;
- Serve as liaison to the Pittsburgh Pro Bono Partnership and other affiliated organizations as require;
- Coordinate with the local legal and client community in the establishment of office goals and priorities, including activities for pro bono recognition, Volunteer Month, and Pro Bono Week;
- Participate in fundraising activities at the direction of the Executive Director and/or Development Director;
- Develop legal education activities in the legal services and local Bar communities;

## **LEGAL REPRESENTATION DUTIES**

- Provide limited legal representation to eligible individuals and groups;
- Engage in representation on matters that affect the client community and/or which seek to effectuate systematic change in conditions that adversely affect the client community;
- Where appropriate and/or necessary serve as co-counsel or mentor;
- Develop and implement systematic approaches to legal problem solving.

## **SUPERVISORY DUTIES**

- Directly manage and monitor all pro bono unit legal and non-legal staff, including all human resource actions and recommendations
- Consult and coordinate with the Directors regarding hiring, supervision, discipline, grievances, and related matters arising from the Collective Bargaining Agreement;



- Monitor and approve employees' leave time requests; Review and approve or manage employees' time management requests including leave, compensatory and flex time.
- Responsible for performance management and employee development. Monitor timekeeping records of staff under their supervision;
- Redeploy office staff and reassign cases as necessary;
- Manage staff's responses and interactions with clients including response timeliness, courteous behaviors, and appropriate handling of client matters and problems;
- Contribute and promote a healthy, productive, and positive work environment;
- Provide training and supervision to staff on a day-to-day basis and as needed;
- Evaluate and manage the performance and capability of the attorneys, paralegals, and all staff assigned;
- Attend and contribute to management meetings and trainings.

### **ADMINISTRATIVE DUTIES**

- Provide support to the Director of Development and Director of Case Management systems as required for report preparation and funding applications, and lead on drafting reports for pro bono and Private Attorney Involvement (PAI) funding and activities;
- Contribute to and assist in development and execution of presentations, procedures, and policies as necessary;
- Review and close client files in pro bono projects as required based on project structure;
- Maintain and ensure accuracy of volunteer support materials.
- Assist in the maintenance of Pro Bono Resource Library, SharePoint, relevant practice aids and manuals, and relevant work in Legal Server case management system;
- Collaborate and implement personnel directives as required;
- Collaborate and contribute to training development and with special projects as assigned.

### **ADDITIONAL DUTIES**

- Develop legal education activities in the Legal Services and local Bar communities;
- Perform additional duties as assigned.

### **REQUIRED SKILLS/ABILITIES:**

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong supervisory/leadership skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to function well in a high-paced and at times stressful environment.
- Proficient with Microsoft Office Suite or related software.



## **EDUCATION AND EXPERIENCE**

- Graduation from an accredited law school.
- Minimum of 5 years of legal experience.
- Admission Pennsylvania Bar Association.
- Demonstrated supervisory capabilities.
- Leadership and training experience is preferred.

## **PHYSICAL REQUIREMENTS:**

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

## **NEIGHBORHOOD LEGAL SERVICES BENEFITS INCLUDE:**

- *NLS 100% paid healthcare through Highmark that includes prescription and dental coverage*
- *NLS 100% paid Life/ADD, Long-term Disability, Short-term Disability Insurance*
- *NLS paid Health Reimbursement Account (HRA)*
- *Contributions to a 403b and/or Roth 403b after one-year of service (optional)*
- *Options that you may choose to purchase or contribute to include:*
  - *Vision Insurance*
  - *FSA – Medical Account*
  - *FSA - Dependent Care Account*
  - *Qualified Transportation Election*
- *Paid Time Off: (pro-rated first year)*
  - *15 vacation days*
  - *14 sick days*
  - *3 Personal Days*
  - *15 Holidays*

*NLS is an Equal Employment Opportunity Employer committed to the value of workforce diversity. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, gender identity, national origin, physical or mental disability, protected veteran status, genetic information, or sexual orientation.*