

Job Title: PRO BONO ENGAGEMENT COORDINATOR
Department: Pro Bono & Private Attorney Involvement (PAI)
Reports to: Managing Attorney

PLEASE SEND A LETTER OF INTEREST AND RESUME TO HR@NLSA.US

JOB SUMMARY:

The Pro Bono Engagement Coordinator will cultivate and facilitate strategic partnerships within the legal community to expand attorney engagement and professional awareness of pro bono initiatives. Reporting to the Managing Attorney for Pro Bono & PAI (“Pro Bono Manager”), the incumbent is responsible for the operational implementation of volunteer programs as directed by the Pro Bono Manager. The role centers on professional case matching, bridging the gap between private bar expertise and client needs through intensive case coordination and referral. Furthermore, the Coordinator supports technological innovation by re-evaluating and re-designing the pro bono web presence and resource platforms to integrate with developing technologies. This includes the development of digital tools to automate and streamline internal case matching processes. As a key professional representative of NLS, the incumbent coordinates professional development efforts by facilitating CLE trainings and executes the logistical requirements of legal clinics and recognition events.

DUTIES AND RESPONSIBILITIES

Program Coordination & Volunteer Facilitation

- Build and maintain strong professional relationships with individual attorneys, law firms, and bar associations to advance recruitment and retention goals.
- Coordinate the end-to-end lifecycle of pro bono case placement, matching volunteer expertise with appropriate legal matters.
- Collaborate with the Intake Unit to screen calls, conduct preliminary legal research, and evaluate cases for pro bono suitability.
- Explain legal information to volunteers and clients and assist them in understanding the pro bono process.
- Maintain accurate volunteer databases, listservs, and case management records to ensure high data integrity and timely case closure.

Technology Innovation & Platform Support

- Re-design and enhance the pro bono section of the NLS website to create a highly accessible and intuitive user interface for volunteers.
- Re-evaluate and update the existing web-based resource library, ensuring seamless integration with modern, developing legal technologies.
- Develop and implement digital forms and automated workflows designed to streamline internal case matching and simplify the referral process for staff and volunteers.
- Create and maintain "fillable" web-forms, infographics, and PDF practice aids to provide a digitized experience for volunteers.
- Utilize WordPress or other CMS tools to perform on-demand content updates and modernize substantive training sections.
- Compile program data and prepare impact reports for the Board of Directors, funders, and public-facing materials.

Event Execution & Professional Resource Development

- Execute the logistical planning for legal clinics, recruitment events, and CLE trainings, including venue, technology, materials, and refreshments.
- Facilitate the registration process for CLE trainings and serve as a primary point of contact for the CLE Board for credit reporting.
- Accurately report CLE credits for both attendance at NLS trainings and for qualifying pro bono volunteer hours.
- Develop professional training materials and recruitment resources for use on social media, the website, and at

legal clinics.

- Organize volunteer recognition activities to promote long-term attorney retention.

REQUIRED SKILLS/ABILITIES:

- Excellent interpersonal, customer service, and presentation skills required to interface effectively with attorneys, judicial staff, and the public.
- Strong organizational skills and the ability to exercise independent judgment in implementing established policies.
- Advanced proficiency in Microsoft Office Suite (Word, Excel, Outlook), WordPress, and digital form development and workflow automation tools.
- Ability to create professional outreach materials, infographics, and training aids.
- Demonstrated ability to be self-directed in task completion and maintain strict confidentiality.
- Basic understanding of legal terminology and the ability to conduct preliminary legal research.
- Must abide by all professional and ethical standards of excellence.

EDUCATION AND EXPERIENCE:

- Bachelor's degree preferred; minimum of an associate degree or paralegal certificate required.
- Minimum of 2 years' experience as a program coordinator, paralegal, or similar professional role within a legal or non-profit setting.
- Experience with website content management (CMS) and data entry/reporting within a case management system preferred.
- Demonstrated experience coordinating logistics for professional events, trainings, or community clinics.
- Current drivers' license and ability to travel in 4-county service area.
- Graphic Design experience a plus (Canva, Adobe Suite).

PHYSICAL REQUIREMENTS:

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

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.