

PRO BONO RESOURCE CENTER OF MARYLAND, INC.
Position Description for
SERVICE COORDINATOR for Courtroom Advocacy Project

The Pro Bono Resource Center of Maryland, Inc. (PBRC) is seeking a bright, highly organized, and self-motivated individual to join the Courtroom Advocacy Project (CAP), which focuses on providing free legal help to tenants and consumers who cannot afford to hire lawyers. The Service Coordinator serves as the primary point of contact for tenants and clients who need supportive services outside of legal representation, especially rental assistance funds. The Service Coordinator is also responsible for providing administrative and logistical support to the CAP Director and other Team members and contributes to the overall mission of the CAP team. At present, the position entails remote work, but that is subject to change based on CAP needs. Under PBRC's COVID-19 safety protocols, social distancing must be adhered to during in-person interactions whenever possible and all staff and volunteers must be vaccinated unless subject to an exemption. Top-of-the-line PPE, including an N95 mask, is provided.

STATUS: Full-time position. Competitive salary, dependent on experience, and an excellent benefits package including paid health insurance and employer-matched 401k plan.

PRIMARY RESPONSIBILITIES:

- Engage in extensive communication (by phone and email as well as by mail or in-person if necessary) with individuals seeking assistance and coordinate with CAP staff related to representation requests, case progress, and updates;
- Staff the CAP hotline and refer callers to appropriate resources;
- Manage client referrals and follow-up, with a special focus on connecting tenants to rental assistance and other supportive agencies or services in Baltimore County;
 - Serve as primary point of contact for coordination with Baltimore County DHCD and courthouse staff;
 - Develop an expertise in rental assistance and assist tenants as they navigate the process;
 - Follow up via phone and email as appropriate and necessary;
- Facilitate client intakes in coordination with CAP paralegals;
- Assist with data entry and document management in paper and electronic systems, including our Salesforce database, related to CAP hotline calls, clinics, and individuals served;
- Provide requested project statistics to CAP Director for reporting and outcomes tracking;
- Provide administrative support for CAP Director and other team members as appropriate.

QUALIFICATIONS:

- Bachelor's Degree or a combination of associate degree and/or demonstrated skills in writing, research, analysis, and communications. Proficiency in Microsoft Office (Word, Excel, Publisher, Access) and Adobe;
- Proficiency in data collection and tracking (prior Salesforce experience preferred);
- Strong attention to detail and excellent organizational, record-keeping, and time management skills;
- Excellent written and verbal communication skills;
- Ability to work well in a fast-paced environment and cooperate and build camaraderie with a variety of people, including other PBRC staff, volunteers, clients, court personnel, staff from other organizations or governmental entities, Board members, and donors;
- Understanding of the principles of race and socio-economic equity and its application to PBRC's work and culture; and
- Strong commitment to helping the community and ensuring equal access to justice;
- Experience with our client communities, including lived experience, is a plus.

TO APPLY:

- Interested candidates should send, via email, 1) a cover letter describing interest and qualifications for the position, 2) a resume, 3) the names and contact information for three professional references to: kdavis@probonomd.org with the subject line "CAP Service Coordinator - Last Name, First Name".
- Applications will be accepted on a rolling basis; applicants encouraged to apply by November 15, 2021.

PBRC is a statewide non-profit organization whose mission is to engage and support the Maryland legal community in meaningful and impactful volunteer service to ensure equal access to justice for those in need.

The Pro Bono Resource Center of Maryland is an equal opportunity employer committed to diversity. We encourage all interested persons to apply including applicants of color, people with disabilities, and others historically underrepresented in the legal field.