



**charlotte center
for legal advocacy**

justice lives here.

5535 Albemarle Road
Charlotte, NC 28212
Telephone: (704) 376-1600
Fax: (704) 376-8627

Administrative Support Specialist

Full-Time

WHO WE ARE:

Charlotte Center for Legal Advocacy, a non-profit provider of civil legal assistance to low-income persons in the Charlotte region, seeks a full-time Administrative Support Specialist to support its Family Support and Health Care Program, including its Legal Work, Outreach, Health Care Navigator Project, and N.C. Medicaid Ombudsman Program. More information about the Advocacy Center can be found at our website: www.CharlotteLegalAdvocacy.org.

ROLE:

The Administrative Support Specialist is responsible for performing general office tasks that may assist attorneys and paralegals.

RESPONSIBILITIES:

- Create and modify documents in Excel, Word and other software;
- Request and review medical records;
- Perform general office tasks including copying, scanning, data entry, sorting mail, etc.
- Assist attorneys and paralegals with correspondence and maintaining case files;
- Run weekly reports for program managers;
- Other tasks as assigned.

KNOWLEDGE AND SKILL REQUIREMENTS:

- Two-year or four-year college degree, undergraduates working towards completion of such degrees, or equivalent training or experience;
- Spanish proficiency is preferred;
- Experience working with low-income communities preferably at a non-profit or community-based organization within a multi-ethnic/multi-cultural environment preferred;
- Experience with public benefits eligibility and/or work experience in the health care industry preferred;
- Proficiency in MS Office, including Word, Excel, Power Point and Adobe PDF professional;
- Ability to work independently and in a team environment; and
- Ability to effectively collaborate with co-workers and clients in virtual and in-person settings.

FAMILY SUPPORT AND HEALTHCARE PROGRAM GOALS:

- Provide access to quality health care for children and their parents in low and moderate-income families through Medicaid, the Children's Health Insurance Program, and ACA health insurance coverage.
- Improving health care and income support for veterans, individuals with disabilities, and seniors, with a focus on issues involving Social Security, SSI, Medicaid, Medicare, VA benefits, and on improving behavioral health services, care in nursing and rest homes, access to community-based care, services to the HIV-positive population, and managed care.
- Addressing the racial and ethnic biases of public agency policies and practices, including addressing language barriers and other barriers which disproportionately affect people of color.
- Assisting low-income families and individuals in obtaining other public assistance and services they need, including SNAP, TANF, child support enforcement, child care assistance, and other services.

WORK SCHEDULE:

Charlotte Center for Legal Advocacy supports a hybrid work schedule with core work hours, Monday - Friday, 8:30 am - 5:00 pm.

SALARY:

This position is a full-time, salary, non-exempt position. The annual salary range begins at \$35,000 and may vary depending upon experience and skills.

REPORTS TO:

The Administrative Support Specialist will report directly to the Health Insurance Navigator Project Manager.

BENEFITS:

The Charlotte Center for Legal Advocacy offers a generous leave and benefits package, including medical, dental, and vision coverage at 100% for employees, 22 paid days of General Leave, 12 paid holidays, and 100% employer-paid professional liability.

REASONABLE ACCOMMODATION:

Charlotte Center for Legal Advocacy (CCLA) is committed to the full inclusion of all qualified individuals. As part of this commitment, it is the policy of CCLA to provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause undue hardship. The policy regarding requests for reasonable accommodation applies to all aspects of employment, including the application process. If reasonable accommodation is needed, please contact Julia Lanham at julia.lanham@charlottelegaladvocacy.org.

EQUAL OPPORTUNITY EMPLOYER:

Charlotte Center for Legal Advocacy provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of reemployment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

APPLY:

Applicants should send a resume and cover letter to careers@charlottelegaladvocacy.org. Please note the position for which you are applying in the subject line.