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## Paralegal Advocate, Veterans' Legal Services Project

Full-Time

### WHO WE ARE:

Charlotte Center for Legal Advocacy, a nonprofit agency that provides free legal assistance in civil matters to low-income persons in the Charlotte region, seeks a Paralegal Advocate to join our Veterans' Legal Services Project (VLSP) team. More information about the Advocacy Center can be found on our website: [www.CharlotteLegalAdvocacy.org](http://www.CharlotteLegalAdvocacy.org).

### ROLE:

The Paralegal Advocate serves veterans by intaking their cases for the Attorneys and ensuring the highest quality of client communication for the duration of representation. Service areas include service discharge upgrades, housing stability support and various civil legal assistance (including but not limited to expunctions, property tax exemptions, landlord/tenant and eviction dispute resolution, etc.). The Paralegal Advocate assists with conducting outreach to the community and to pro bono professionals, participates in community events, assists with project management for clinics, and supports the efforts of the VLSP in engaging veterans to vital legal and community support resources. The VLSP is a part of the Consumer Protection Program, and the Paralegal Advocate may also have occasional duties within this program as needed.

### RESPONSIBILITIES:

- Monitor and maintain various intake lines for the VLSP under the supervision of Attorneys; perform callback, intake screenings, develop intake log lists and procedures with attorney input, mail client correspondence
- Assist VLSP Managing Attorney in implementing and improving processes for intaking, monitoring and closing cases
- Conduct outreach to and manage relationships within network of Veterans' Service caseworkers in various community partner organizations, including responding to questions and requests about pending cases under the supervision of the VLSP Managing Attorney
- Draft and file case and court documents under the supervision of the Managing Attorney;

have or develop working knowledge of North Carolina's new E-File and E-Portal system to research cases and file documents with the court; assist attorneys with coordination of pro bono attorneys, volunteers and clients to provide program management for legal services clinics

- Perform legal research, writing and assistance in preparing legal briefs and memorandum at the direction of the VLSP managing attorney
- Provide administrative support for other VSLP and Consumer Program tasks as needed

## **KNOWLEDGE AND SKILL REQUIREMENTS:**

Qualifications include a bachelor's degree, or associate's degree and equivalent experience; paralegal certification (preferred but not required) or equivalent experience; commitment and experience and/or desire to work with veterans and diverse low-income populations; ability to identify clients' needs quickly and accurately; excellent oral and written communication skills; adaptability; self-motivated and dependable; exceptional organizational skills; experience entering and tracking information in electronic formats; proficiency in Microsoft Suite; commitment to the Advocacy Center's mission and vision. **Preferred:** Prior legal office and/or nonprofit experience; notary certificate.

## **WORK SCHEDULE:**

Charlotte Center for Legal Advocacy supports a hybrid work schedule with core work hours, Monday – Friday, 8:30 am – 5:00 pm. Hybrid work schedules are subject to management approval, needs of clients and position, and a probationary employment period.

**Note:** This Project may require attendance at a handful of clinics and outreach events during non-traditional work hours (Saturdays/evenings) over the course of the year. The Paralegal Advocate (along with the Attorneys) will be expected to be available to attend these events absent an unusual circumstance.

## **SALARY:**

This position is a full-time, salary-exempt position. The annual salary range begins at \$41,580 and may vary depending upon experience and skills.

## **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 increasing proportionately with tenure, 15 paid holidays and 100% employer-paid professional liability.

**TO APPLY:**

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

**Charlotte Center for Legal Advocacy considers all qualified applicants for employment without regard to race, color, national origin, religion, sex, gender identity, sexual orientation, age, disability, or any other legally protected status.**