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**Program Assistant for Civil Legal Programs
Full-time, Salaried, exempt (35-hour work week)
Volunteer Lawyers Project of CNY, Inc.**

The mission of the Volunteer Lawyers Project of CNY, Inc. (VLP) is to provide access to justice through engaging the legal community in volunteer service to those in need. VLP receives funding from a variety of public and private sources and enjoys strong support of local bar associations.

Position Description

The Volunteer Lawyers Project of CNY, Inc. (VLPCNY) is seeking one full-time Program Assistant to start as soon as possible for Civil Legal Programs. Reporting to the Director of Family Law, the Program Assistant will support VLPCNY's work providing trauma-informed legal services and assistance to victims of crime.

The Program Assistant will support VLPCNY's Civil Legal Programs in a variety of related office, client services, reporting, and data duties. Desired individuals must be organized, proficient with office technology, collaborative, have good interpersonal skills and the ability to offer clients trauma-informed and culturally responsive services.

Job duties for this position include:

Program Support:

- Assist with client communications, scheduling, follow up, and helping clients to gather information and documentation.
- Provide support to program attorneys during client meetings and case preparation; help with logistics of setting up meetings, translation, copying, and other support as needed.
- Assist in coordinating, setting up, and hosting community trainings or legal clinics.
- Track client outcomes, enter client data into case management programs, and help provide appropriate referrals to social services, and other agencies.
- Organization and maintenance of various program files, spreadsheets and databases.
- Assist program as needed with client, and community partner communications, including phone calls, emails, letter drafting, document translation, and attending community stakeholder meetings when needed.
- If fluent in a language other than English, provide interpretation and help translate documents.

The Program Assistant will be called on to support the agency with additional matters as needed. This is not a complete list of all duties and responsibilities.

Minimum Qualification Standards:

- Proficient in Word & Excel
- Experience working in a professional setting
- Experience working with (or volunteering with) organizations that focus on serving vulnerable and diverse populations preferred, including victims of crimes

Knowledge, Skills, and Abilities:

- Ability to provide trauma-informed and culturally responsive communication with clients
- Positive attitude and flexibility – willingness to jump in and help out wherever needed.
- Team player who can analyze and solve issues as they arise.
- Fully embrace mission of the organization.
- Maintain high standards of professional demeanor, including in communications with funders, staff, volunteers and clients.
- Strong work ethic and organizational skills. Ability to work with sensitive and confidential information.
- English language fluency is required, and ability to also speak Spanish or another second language is strongly preferred.

We expect this position to be hybrid, with both in office and remote work, with some minimal travel for meetings and events. We expect a willingness to attend meetings, community outreach events, and meet with clients as necessary.

Salary: Dependent upon experience, starting at \$46,000 per year with progressive steps up for related experience. Benefit package included. This job description is not an exclusive statement of the roles and responsibilities of the position. Other duties may be required.

To apply, please submit a cover letter and resume to Laura Cardoso at lcardoso@vlpcny.org. Applications will be accepted until the position is filled, and we are hoping to fill the position as soon as possible.

OUR COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

Volunteer Lawyers Project of CNY, Inc. is committed to a work culture of zealous advocacy, respect, diversity and inclusion, client-oriented defense, access to justice and excellent representation. We are dedicated to building a strong professional relationship with each of our clients, to understanding their diverse circumstances, and to meeting their needs. Our ability to achieve these goals depends on the efforts of all of us.

VLPCNY is an equal opportunity employer. VLPCNY seeks to hire individuals from diverse backgrounds and with diverse experiences who are professional, collaborative, and creative thinkers with a passion for our mission.