



221 S. Warren Street Suite 200  
Syracuse, NY 13202

Tel: (315) 471-3409

Fax: (315) 939-1466

info@vlpcny.org

**Program Director – Consumer Debt Program**  
**Full-time, salaried, exempt**  
**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**

Reporting to the Co-Deputy Executive Director, the Program Director of the Consumer Debt Program is an attorney that will direct our Consumer Debt area of practice.

A particular focus over the coming year will be launching our new Medical and Nursing Home Debt Program which is funded through a Consumer Empowerment Grant from the New York Health Foundation. The overarching goal of this grant is to empower healthcare consumers by strengthening efforts to end medical debt in Central NY. This project aims to address medical and nursing home debt in Central New York through education, advocacy and direct client services that will help build the case for and support the statewide End Medical Debt in New York campaign and identify individual clients to demonstrate issues with private nursing homes for advocacy with the Attorney General's office.

Duties include for the position include:

**Program Management**

- Ensure that their program continually aligns with VLP's mission and purposes.
- Maintain an understanding of other legal services providers both regionally, throughout New York State and Nationally that provide similar legal services, and collaborate and coordinate with them to avoid duplication and continue to improve VLP programs.
- Continually work to create effective and innovative ways to provide legal services through engaging volunteers.
- Ensure that they and all staff and volunteers under their supervision are maintaining accurate and timely records in VLP's case management and document management systems regarding program operations and client services.
- Track program grant performance to ensure that programs are on track to meet grant expectations.

- As needed and requested by the Executive Director, assist with drafting and reporting for grants, making fundraising requests, and helping with other efforts to raise and maintain funds for the organization.
- As approved by the Executive Director, act as the primary spokesperson for their program.

### **Volunteer Coordination**

- Recruit, train and supervise volunteers in provision of legal services.
- Provide or coordinate CLE trainings to support volunteers so that volunteers are current on relevant laws.
- Ensure that volunteers are providing culturally competent legal services.

### **Direct Representation of Clients**

- As needed, provide direct representation to clients.
- Regarding the medical debt program, provide direct representation to consumers facing medical debt collections or who have medical debt collections they can challenge. Through direct client representation VLPCNY will uncover patterns of noncompliance with existing law and VLPCNY will identify and prepare individual client stories to strengthen the campaign to end medical debt and work to address abusive nursing home practices.

### **Community Education, Outreach and Engagement**

- Provide legal trainings to the community regarding the areas of law related to your program – at least 12 over the coming 18 months.
- Participate in community meetings, associations, taskforces, etc. that related to the area of programming provided.
- Engage in outreach including meetings with key stakeholders, preparation of flyers and other written materials, publicity, and more, to ensure the community is aware of VLP's services.
- Help to develop and provide in-depth medical and nursing home debt outreach and training materials that will be provided both in-person and virtually throughout the region. This includes, but is not limited to, the development of an online toolkit for unrepresented consumers facing medical debt that can be used to help consumers understand their rights.
- Participate in and support the End Medical Debt Campaign on behalf of VLPCNY.

### **VLP Organizational Development**

- As requested by the Executive Director, participate in strategic planning and organizational capacity-building activities.

Perform additional duties as assigned by the Executive Director or Supervising Attorney for the benefit of the organization.

## **Minimum Qualification Standards:**

- Juris Doctorate Degree.
- At least three (3) years of relevant experience practicing as an attorney.
- Experience with volunteer engagement.
- Experience working with (or volunteering with) vulnerable and diverse populations preferred.

## **Knowledge, Skills, and Abilities:**

- 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 and purposes of the organization.
- Maintain high standards of professional demeanor, including in communications with funders, staff, volunteers and clients.
- Strong work ethic, ability to work productively in a fast paced environment.
- Strong organizational skills including the ability to manage multiple projects and details simultaneously.
- Ability to work with sensitive and confidential information.

We expect a willingness to attend trainings, meetings, community outreach events, and meet with clients and volunteers as necessary in person using proper social distancing (VLPCNY will provide appropriate personal protective equipment including masks and dividers). For the safety of our clients, community and staff, all VLPCNY staff must be fully vaccinated for COVID-19.

Salary: DOE. 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 cover letter and resume to Mary C. John, Esq. at [mjohn@vlpcny.org](mailto:mjohn@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.*