



**Job Title:** Paralegal

**Location:** Colorado Springs

**Classification:** Non-exempt (Full-time)

**Reports To:** Intake Supervisor and Managing Attorney

**Salary Range:** \$ 40,034 - \$ 55,997 (Commensurate with experience)

### **ORGANIZATION OVERVIEW:**

Colorado Legal Services (CLS) is Colorado's statewide nonprofit legal aid program, with thirteen offices providing civil legal assistance to low-income Coloradans throughout the state. CLS provides free legal assistance in a broad variety of legal areas, including family law, eviction defense, consumer protection, services to survivors of serious crime and human trafficking, and many others.

CLS has strengthened lives, assisted families, and supported communities -- one person at a time for over 90 years. We are committed to providing high-quality, free legal advice and representation to eligible individuals throughout Colorado. We have a long history of successful impact and advocacy. CLS strives to bring about substantive, transformational change in the lives of those we serve.

### **POSITION SUMMARY**

As a Paralegal, your main role will be to provide support to attorneys across various practice areas, with a primary focus on consumer and public benefits. Additionally, you will assist the ID Unit in our Denver office and offer overflow support to the local housing unit and family law unit.

Your primary responsibility as a Paralegal will involve applicant intake, which includes conducting interviews, initiating investigations with applicants/clients, and aiding attorneys in identifying legal issues and adhering to case acceptance protocols. You may also represent clients at unemployment denial hearings, accompany them to the DMV for identification document procurement, attend monthly outreach events, and provide coverage at court clinics when necessary.

Effective communication will be a vital part of your role, as you will be responsible for interacting with applicants, clients, witnesses, community partners, government, and administrative agencies, opposing counsel, and other parties involved in legal and administrative proceedings. This will entail tasks such as obtaining, reviewing, and managing relevant documents for investigations. You may also be involved in drafting legal documents, organizing case files, gathering evidence, scheduling appointments, and conducting research on current laws and administrative regulations.

Overall, this position holds significant importance in assisting individuals and organizations in navigating the complex legal landscape surrounding various legal and administrative matters.

#### **ESSENTIAL DUTIES:**

- Complete CLS intake, review case referrals, conduct client investigations and client interviews to obtain detailed information about the legal problem to include review of court and administrative documents, public records, and other pertinent information.
- Determine if cases are eligible by adherence to both LSC (Legal Services Corporation) and CLS case acceptance protocols.
- Provide summaries of client cases, including relevant and pertinent facts, legal issues, and legal spotting of potential issues, and provide recommendations of options to staff and applicants.
- Comfort in public speaking such as presenting information about CLS and representing clients in administrative hearings.
- Prioritize and multi-task as needed to complete work in a timely manner.
- Handle a high volume of cases effectively and consistently.
- Extensive public interaction and customer service skills.
- Ensure equitable access to and for applicants and clients with limited English proficiency or disabilities.
- Learn and obtain a proficient knowledge of CLS software to include strict adherence to Legal Services Corporation and Colorado Legal Services rules and regulations.
- Assist attorneys in case investigations and research.
- Serve as a point of contact for clients, organizations, and staff with basic case questions, details, and inquiries.
- Administer and ensure accurate and complete data entry of notes and pertinent case information promptly.
- Develop and maintain familiarity with court and administrative procedures and protocols relating to the different legal matters or as assigned by staff and attorneys.
- Facilitate outreach and training to various community agencies and partners.
- Provide support as needed to staff, volunteers, and attorneys as appropriate.
- For those applicants whom we cannot assist, send appropriate referral information, or draft advice letters, and close cases in CLS legal software based on appropriate protocols.
- Handle special projects, issues, problems, or clients as assigned or specified by the program or unit.
- And other duties as assigned.

#### **REQUIRED QUALIFICATIONS:**

- Associate degree.
- 1+ years of customer service, intake specialist role, and/or other relevant experience.
- Detail oriented with strong written and verbal communication, critical thinking, and analytical skills.
- Ability to work independently in a fast-paced environment while managing multiple tasks and meeting deadlines.

#### **PREFERRED QUALIFICATIONS:**

- Fluency in Spanish



- 1+ years of experience in legal support, or paralegal experience
- Proficient in Microsoft Office Suite Products
- Knowledge of consumer, public benefits, or housing law
- Bachelor's degree and/or Paralegal certification or similar legal educational experience
- Demonstrated passion for social justice and a commitment to advancing equity

#### **COMPENSATION AND BENEFITS:**

We offer a generous benefits plan that includes 100% employer paid premiums for employee health, dental, vision, life, and long-term disability insurance as well as partial employer paid premiums for spouses/dependents, based on a sliding scale. We also offer Dependent Care and Medical Flexible spending accounts, a 403(b) retirement account, and an Employee Assistance Program (EAP). Additionally, CLS offers a \$350.00 monthly stipend (to be used as you choose), generous paid time-off and 12.5 paid holidays per year. CLS values its employees' commitment to working hard for the population it serves and recognizes the importance of work/life balance; therefore, we offer flexible work schedules and hybrid work arrangements as appropriate. We promote and foster a diverse, inclusive, equitable, and psychologically safe work environment, striving to be a "Best Place to Work" in Colorado.

#### **HOW TO APPLY:**

Please email a copy of your resume and cover letter to [hire@colegalserv.org](mailto:hire@colegalserv.org). Please include "Paralegal – (Colorado Springs)" in the subject line.

**Note:** Please mention how you heard about the job announcement in your email.

No phone call, email, or recruitment firm solicitations please!

#### **OUR COMMITMENT TO DIVERSITY EQUITY INCLUSIVITY AND BELONGING:**

CLS embraces diversity, equity, inclusion, and belonging as an Equal Opportunity Employer in a serious way. We are committed to building and retaining a workforce that respects and seeks to empower each individual and represents a variety of diverse cultures, perspectives, skills, and experiences within our workforce. We encourage all qualified candidates to apply for this position.