Job Title: **Coordinated Statewide Intake (CSI) Paralegal Position**

**Location:** Denver

**Classification:** Non-exempt status

**Reports To:** Paralegal and Intake Supervisor

**Salary Range:** $45,034-$60,997 plus $4,200 yearly stipend. Salary 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, public benefits, 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:**
CLS’ Coordinated Statewide Intake Unit (CSI) receives over 10,000 calls each year from applicants seeking legal help. In addition to handling these statewide calls, CSI paralegals in the Denver Office screen walk-in applicants for eligibility and gather initial information about their legal issues. This position requires the staff person to work in the Denver Office Monday through Friday to assist walk-in applicants and front desk intake specialists with their duties and responsibilities.

**Essential Duties:**
- Maintain understanding of CLS eligibility guidelines and service areas.
- Demonstrate empathy, emotional intelligence, and cultural responsiveness during information-gathering conversations with applicants for service.
- Guide applicants to identify their specific legal issue and share relevant information.
- Refer eligible applicants for legal advice, brief services, or full representation, in accordance with CSI disposition instructions.
- Maintain familiarity with various financial resources, client services, and systems that provide services to clients in the local communities.
- Provide applicants who CLS cannot serve with information and referrals to other resources, as appropriate.
- Ensure complete and accurate data entry into CLS case management systems and client files.
- Contribute to CSI culture of learning and feedback through active participation in trainings and staff meetings.
Assist with all front desk responsibilities when Intake Specialists are not available, to ensure the smooth operation of intake in the Denver Office. These responsibilities include but are not limited to the following: greet visitors including applicants and clients with a friendly and professional demeanor; answer and direct incoming calls; take and retrieve phone messages from applicants for services; handle incoming and outgoing mail.

Effectively, efficiently and accurately use CLS’ technology, including phones and case management system.

Other duties as assigned.

Required Qualifications:

- Demonstrated commitment to lower-income Coloradans.
- Associate’s Degree or Certificate in paralegal studies or related fields preferred.
- Spanish fluency and plain-language communication skills required.
- Excellent interpersonal skills.
- Strong organizational and time management skills.
- Ability to identify urgent and emergent issues.
- Customer-service experience including de-escalation experience.
- Proficiency in MS Office 365 and other MS Applications and legal research tools such as LexisNexis.
- Professional appearance and demeanor.

Preferred Qualifications:

- Notary public certification.
- Experience working with attorneys in a supportive capacity.

Compensation and Benefits:

We offer a generous 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 hiring@colegalserv.org. Please include “CSI Paralegal” in the subject line.

Note: Please mention how you heard about the job announcement in your email.
Please no solicitations from recruitment firms.

**Our Commitment to Diversity, Equity, Inclusion, and Belonging:**
CLS embraces diversity, equity, inclusion, and belonging as an Equal Opportunity Employer. We are committed to building and retaining a workforce that respects and empowers each individual and represents a variety of diverse cultures, perspectives, skills, and experiences. We encourage all qualified candidates to apply for this position.