

**Legal Call Center of D.C.
Consultant Job Description**

Under the direction and in regular consultation with the three lead agencies (The Legal Aid Society of D.C., Legal Counsel for the Elderly, and the DC Bar Pro Bono Program) the consultant shall:

1. Develop an initial concept paper detailing structure and operations for the Legal Call Center (hereinafter the "Center"), including staffing and work flow;
2. Convene legal services organizations that might play a role in the Legal Call Center project. Engage these partners throughout the planning and design process. Build broad legal services community support for the Center.
3. Meet with and solicit substantive input and support for the Center from non-legal services providers including social services non-profits, religious leaders, immigrant and language minority organizations, government agencies and court personnel.
4. Secure agreements with participating organizations to be memorialized in Memoranda of Understanding (MOU). MOU shall address the degree and nature of the collaborative effort including what and how many cases are to be taken on referral by the participating agencies. Develop markers to assess the scope and capacity of Center based on the extent of legal services community participation.
5. Developing the requirements for personnel, external relations, outreach strategy, office procedures, staff training, materials, technology (e.g., phone systems and case management software), a plan for language access, and creating a development plan for long-term funding of the Center.
6. Develop detailed staffing plan and job descriptions for the Center staff
7. Develop a detailed description of the call procedures and services the center will provide, and under what circumstances.
8. Develop technology plan including recommendation for phone systems and case management systems.
9. Map out space needs for requisite staff and develop a plan for where the Center is to be housed and map out space needs for requisite staff;
10. Study and make recommendations about what role, if any, the private bar on a pro bono basis might play in the Center activities;
11. Ensure that the DC Bar Foundation and other stakeholders are appropriately and timely kept abreast of the Center planning process.

12. Develop initial budget, long-term development plan, including feasibility assessment and cost benefit analyses and submit initial funding proposals.

Qualifications: In-depth understanding of legal services; very strong interpersonal skills and proven track record in working with and achieving results on behalf of diverse organizations in collaborative efforts; excellent verbal and written communication skills; law degree preferred; knowledge of hotlines and related systems (especially intake) a significant plus.

Compensation: This is a time-limited consultancy. We anticipate the consultant working 8-10 months on a part-time basis on this project. Rate subject to negotiation within confines of grant and comparable pay for similar work in other jurisdictions.

Interested applicants should send a cover letter and resume by September 4, 2007 to:

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