



JOB ANNOUNCEMENT – March 5, 2021

Intake Paralegal

The Pennsylvania Health Law Project (PHLP) seeks a highly motivated individual to serve as one of two telephone intake specialists in our Philadelphia or Pittsburgh office, though we are considering applications from PA residents outside Southeast PA and Southwest PA, (i.e. Northeast, Central, or Northwest PA) with the understanding that they would occasionally need to visit either our Philadelphia or Pittsburgh offices. This is a full-time position (M-F; 9 am-5 pm). Applications will be considered on a rolling basis until the position is filled.

PHLP Mission and Strategies

PHLP is the designated state-wide health advocacy project of the Pennsylvania Legal Aid Network. PHLP has a single focus: to protect and advance the health rights of low-income and underserved individuals. In support of this mission, we primarily serve clients seeking health insurance coverage or services through Medicaid or the Children's Health Insurance Program. We also counsel and advise low-income clients about other health insurance coverage programs like Medicare and the Marketplace.

About the Position

The intake paralegal is expected to handle a high-volume of inquiries, almost entirely over the phone, from Pennsylvanians seeking help with problems accessing health insurance coverage and services. The intake paralegal is the initial contact for callers seeking assistance from PHLP. The intake paralegal will answer incoming calls and emails, conduct client interviews, and provide information, advice, and referrals as appropriate. The intake paralegal will work closely with the attorneys and paralegals in all three PHLP offices (Philadelphia, Harrisburg, and Pittsburgh). A two-year commitment is expected.

Duties and Description

The position will require some or all the following:

- Answer high volume of incoming requests for legal assistance and conduct client interviews; Volume varies: may range from 10 to 30+ calls made and received a day
- Gather data such as demographics, health care needs, income, and other relevant information to assess eligibility for PHLP's services
- Quickly and accurately enter caller data into a case management system
- Provide a written narrative of client interviews for review by PHLP case handlers

- Screen cases for urgency and promptly assign callers to PHLP case handlers
- Provide information and referrals where appropriate
- Coordinate with other PHLP staff to ensure that intake services are adequate and efficient; track recurring client issues to identify areas for system-level advocacy work
- Provide clerical and administrative support to other PHLP staff and
- Perform other duties as assigned

Required Qualifications

- Bachelor's degree or two years of intake paralegal experience required;
- Excellent work ethic and team-player attitude with ability to work independently
- Strong organization and analytical skills
- Strong verbal and written communication skills
- Excellent interpersonal and client interviewing skills
- Ability to convey sensitivity and empathy over the phone; ability to gently but firmly steer conversation
- High computer literacy and willingness to learn new technology and systems
- Willingness and motivation to assist on both substantive cases and administrative matters
- Prior experience working with low-income people, older adults, and/or persons with disabilities is preferred
- Ability to interact with individuals who are diverse in race, sex, class, ethnicity, sexual orientation, and gender identity
- Spanish proficiency is preferred but not required
- Pennsylvania (or Philly suburb) residency with ability to travel to either Pittsburgh or Philadelphia office at least once a week

Salary

\$36,000 - \$39,000 depending on experience; generous benefits package.

How to Apply

Please submit a cover letter, resume, and two professional references by email to hr@phlp.org. Applications will be reviewed on a rolling and expedited basis. All applicants will be contacted to acknowledge receipt of application materials and then contacted only if selected for an interview.

Address cover letter to:

Mr. Laval Miller-Wilson, Executive Director
Pennsylvania Health Law Project
123 Chestnut Street, Suite 400
Philadelphia, PA 19106

PHLP is committed to creating a diverse and inclusive work environment and is proud to be an equal opportunity employer. We welcome applicants of all backgrounds to apply. People of

color, persons who are bi-cultural or bi-lingual, women, persons with disabilities, and persons who identify as LGBTQ are encouraged to apply.