

Client Advocate Internship Description

Position Summary: FreeState Justice seeks an energetic, organized, and detail-oriented Client Advocate. The Client Advocate will work directly under the supervision of the Executive Director to support FreeState Justice's direct client legal services by supporting our Legal Team's case management and assist clients in navigating resources. Qualified candidates will possess strong organizational skills, be committed to serving low-income LGBTQ+ people, able to use an intersectional lens, and possess skills outlined in the work description.

Location: Maryland location preferred; remote is acceptable.

Supervisor: Executive Director

Schedule: This intern can expect to dedicate 10-20 hours per week on a flexible schedule.

Responsibilities: This intern will be responsible for:

Client Services Management (50%)

- Identify and support initiatives for process improvement in client intake and service delivery.
- Collaborate with the Legal Team to implement effective communication strategies for working with LGBTQIA+ folks of low or limited income.
- Draft and execute communications to clients regarding case updates, service offerings, or resources
- Conduct client intake and facilitate matching clients with appropriate staff attorneys or pro-bono attorneys.
- Support client meeting scheduling and reminders, including the implementation of a SMS texting initiative.
- Enhance accessibility of forms, website information, intake materials, and resources
- Support advertisement of resources to community members and relevant stakeholders

Data Management (20%)

- Support the preparation and submission of grant reports related to legal services grant reporting
- Support data entry and data cleaning in our client & case management system
- Perform quality control and quality assurance check on forms and data collection strategies

Virtual Legal Clinics & Community Outreach (20%)

- Support the design, advertisement, and delivery of virtual drop-in legal clinics
- Support the design, advertisement, and delivery of "know your rights" materials, town halls, or canvassing.

Referral Network Project Support (10%)

- Meet with community stakeholders and other direct service providers to advance FreeState Justice ongoing Referral Network Project
- Support graduate fellow in creation of a comprehensive data center to field, clean, and manage referral network data

Qualifications: An ideal candidate will possess the following qualities:

- Deep understanding of issues that affect lesbian, gay, bisexual, transgender, and queer communities, especially those who are youth, low-income, or of color;
- Proficiency with Microsoft Office suite;
- Proficiency with database management;
- Comfort with telephone and audio/visual communication
- Comfort with direct client interaction; ability to interact with individual of differing backgrounds.
- Excellent oral and written communication skills;
- A passion for getting and staying organized;
- Ability to multi-task in a fast-paced environment;
- Strong time management skills;
- Self-motivated individual who takes initiative.

Skills Gained through this internship:

Legal services, paralegal support, networking, community building, subject matter expertise in LGBTQIA+ legal issues, oral and written communication skills, client services, data management strategy, form development, information technology strategy, non-profit operations.

Compensation: This is an unpaid internship. We are willing to collaborate with interested individuals to secure external funding, course credit, or recognize work as an in-kind service donation.

Application Process:

Resumes, a brief cover letter, and 500-word writing sample of your choice should be submitted through our online internship application form located [here](#). Applications will be accepted, reviewed, and selected on a rolling basis unless otherwise noted on the online application form.

Transgender people, disabled people, Spanish speakers, low-income and upwardly mobile people, people of color, especially Black & Indigenous folk, are strongly encouraged to apply. Current or former Maryland residents are strongly encouraged to apply.

Equal Opportunity Employer: FreeState Justice is an equal opportunity employer and does not discriminate on the basis of sex, sexual orientation, gender identity or expression, race, ethnicity, national origin, religion, disability, HIV status, or any other status protected by applicable law.