



PHILADELPHIA
1800 JFK Blvd., Suite 1900A
Philadelphia, PA 19103
T 215-238-6970
F 215-772-3125

PITTSBURGH
429 Fourth Ave., Suite 1910
Pittsburgh, PA 15219
T 412-258-2120
F 412-535-8225

Intake Coordinator Philadelphia, PA

The Education Law Center-PA, a statewide nonprofit legal advocacy organization, seeks an intake coordinator for a full-time position in our Philadelphia office. The role will focus on managing ELC-PA's intake helpline, which receives dozens of calls each week from students, parents, attorneys, and community organizations.

ELC-PA's mission is to ensure access to a quality public education for all children in Pennsylvania. Our work focuses on issues of access and equity in public education for students historically underserved by public education, including students of color, students with disabilities, multilingual learners, LGBTQ+ youth, students experiencing homelessness, and students involved in the foster care and juvenile justice systems. We engage in individual representation, impact litigation, policy advocacy, strategic communications, and training for parents, students, and community groups.

Job responsibilities will include cataloging calls, interviewing callers and inputting data to facilitate prompt attorney and law student responses, and providing legal resources and referrals to callers. The intake coordinator will also work in collaboration with ELC-PA attorneys to identify trends among callers and systemic barriers to education access. In addition to managing ELC-PA's Intake line, the candidate will also perform limited traditional paralegal tasks to support ELC-PA's range of litigation activities, including obtaining records, securing signatures for legal documents, assisting with legal filings, and management of a document database. This position often requires speaking with parents/guardians who have experienced a very difficult or traumatic event with their student and may include violence, discrimination, and other sensitive subjects.

An ideal candidate will also possess the following core skills/competencies:

- Experience working directly with underserved clients and/or communities
- A minimum of two years of relevant work experience is preferred
- Fluency in writing and speaking Spanish
- Commitment to educational equity and racial justice
- Proficiency with Microsoft Word, Outlook, Canva, and Excel; experience with LegalServer or similar case management applications preferred
- Strong organizational skills, the ability to prioritize assignments and attention to detail
- Excellent written and oral communications skills
- Demonstrated ability to work well with others
- Ability to navigate difficult and/or sensitive conversations with callers

Ensuring that all of Pennsylvania's children have equal access to a quality public education.

To apply, please submit a letter of interest and a resume by email to hrphl@elc-pa.org with “Intake Coordinator” in the subject line. Applicants will be reviewed on a rolling basis.

Compensation and Benefits: This is a non-exempt, full-time position (40 hours/week). Starting wage is \$20/hour commensurate with experience, and generous benefits are provided. Benefits include health, dental, vision, life and disability insurance with 100% paid by employer for employee, flexible spending account, retirement plan, generous holidays and PTO, and professional development support.

Hybrid Office Schedule: Currently our office operates on a hybrid schedule; staff may work from home up to three days per week and are required to work from the office at least two days per week.

The Education Law Center-PA does not discriminate on the basis of race, gender, gender identity, sexual orientation, or disability and encourages people of color, women, veterans, and individuals with disabilities to apply.