



## **Job Description: CSI Paralegal**

NATURE OF WORK	CLS' Coordinated Statewide Intake Unit (CSI) receives over 10,000 calls each year from applicants seeking legal help. Working with a team of dedicated and rotating staff in this fast-paced environment, paralegals screen applicants for service eligibility and gather initial information about their legal issue.
DUTIES AND RESPONSIBILITIES	<ul style="list-style-type: none"><li>▪ Maintain understanding of CLS eligibility guidelines and service areas;</li><li>▪ Demonstrate empathy, emotional intelligence, and cultural responsiveness during information-gathering conversations with applicants;</li><li>▪ Guide applicants to identify their specific legal issue and share relevant information;</li><li>▪ Refer eligible applicants for legal advice, brief services, or full representation, in accordance with CSI disposition instructions;</li><li>▪ Maintain familiarity with various financial resources, client services, and systems that provide services to clients in the local communities;</li><li>▪ Provide applicants CLS cannot serve with information and referrals to other resources, as appropriate;</li><li>▪ Ensure complete and accurate data entry into case management systems and client files;</li><li>▪ Contribute to CSI culture of learning and feedback through active participation in trainings and staff meetings.</li></ul>
QUALIFICATIONS	Spanish fluency and plain-language communication skills are required. Must demonstrate excellent time management skills with an ability to identify urgent issues and reprioritize as necessary. Some customer-service experience and demonstrated commitment to lower income Coloradans preferred.