



Northwest Justice Project

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César E. Torres
Executive Director

Job Announcement

Case Management Data Specialist

The Northwest Justice Project (NJP) is Washington's largest legal aid program, interacting with more than 20,000 applicants and clients each year. NJP records data for case and client tracking, grant compliance and reporting, and strategic development and assessment of outcomes. NJP utilizes LegalServer, an online case management system (CMS), to store information and documents relating to people, cases, and projects, including case outcomes and advocate time keeping.

The Case Management Data Specialist will maintain and optimize the LegalServer CMS to best meet executive, administrative, user, and client-related data needs for both internal management needs, and various grants management and standardized reporting needs. The Case Management Data Specialist will utilize and identify useful LegalServer functionalities, develop dashboards, queries, and other methods to analyze, compile, and present CMS data in readily understandable formats. The Specialist will conduct proactive and periodic review of client/case data to ensure compliance with regulatory and funder requirements. The Specialist will also work with advocacy staff using GIS software/methodologies to assess and forecast client service needs, service delivery, and program efficiency. The Case Management Data Specialist works with NJP advocate and non-legal staff and reports to the Operations Director.

The Case Management Data Specialist is principally responsible for maintaining and optimizing NJP's CMS, monitoring the integrity of the data, and assisting with data extraction, presentation and analysis.

GENERAL JOB DUTIES:

- Manage, and assist with the evaluation and analysis of internal data, supplemented with external data as practicable, for use in planning, program development and assessment, resource development and other activities.
- Maintain and update LegalServer configuration for purposes of grant and programmatic requirements and implement and educate staff on changes to the system, as needed.
- Review regularly released, and currently unused, LegalServer enhancements, modules and features, to determine utility for NJP, in consultation with appropriate internal users, and evaluate impact on users.

- Assist management with development of policies and/or protocols for case management system use.
- Provide technical support, configuration, training and assistance to internal LegalServer users.
- Communicate with LegalServer developer, PSTI, to solve problems, prioritize issue management, and facilitate and support national LegalServer development and enhancement efforts
- Perform regular reviews of internal data integrity for internal and regulatory compliance with funding requirements.
- Develop, prepare and submit grant reports.
- Engage with national and statewide LegalServer stakeholder community.

As a social justice organization, NJP has made a commitment to fight racism and to incorporate equity and inclusion in both the work we do and work environment we create. All staff are expected to uphold this commitment and approach their role with a desire to learn and grow in this area.

QUALITIFCATIONS:

- High school diploma or equivalent required; four-year degree preferred *
- 3+ years' experience of database or case management system experience*
- Ability to work independently in a diverse workplace and within a dynamic environment
- Computer proficiency in MS Office Suite, specifically Excel
- Excellent oral and written communication skills
- Prior experience in positions which demonstrated the ability to prioritize work, able to multi-task and handle multiple responsibilities
- Strong attention to detail, accuracy and presentation
- Excellent analytical and evaluative skills
- Strong interpersonal skills, flexibility and the ability to work effectively in high pressure environment in a mission-driven organization
- Ability to plan and execute training for users in all positions
- Experience using Case Management Systems in a legal aid or law firm environment preferred.
- Prior experience working with a legal services/aid organization, non-profit or government setting helpful.

**Combination of equivalent education, certifications and experience may substitute for each requirement*

The Northwest Justice Project is especially interested in qualified candidates whose professional, personal and/or service experience allow them to contribute to and support the legal aid community's commitment to race equity.

COMPENSATION:

Based on experience and includes excellent benefits and great work environment.

TO APPLY:

Cover letter, resume, and writing sample should be sent to resume@nwjustice.org. Cover letter and email subject line should clearly reference Case Management Data Specialist. Cover letter should include description of any past experience, personal or professional, with low income or other marginalized communities. **Applications should be submitted as soon as possible, preferably no later than October 15, 2018;** applications will be accepted until the position is filled.

NJP is committed to a policy of equal opportunity and fosters an environment free of barriers and discriminatory practices. NJP actively promotes mutual respect, acceptance, teamwork and productivity. NJP is committed to maintaining an organization whose staff, Board and clients are diverse in background, experience, race, color, national origin, gender, age, religious reference, marital status, sexual orientation, sensory, mental or physical abilities, veteran status, and other qualities that strengthen the program while reinforcing its commitment to basic fairness. People of color, people who identify as transgender, lesbian, gay, or bisexual, and those with disabilities are strongly encouraged to apply. Individuals needing a reasonable accommodation for the application or interview process or for more information about the project should contact Karen Holland at (206) 707-0802.