

Community Advocacy Program

Intern/Extern Job Description

Community Advocacy Program serves as DRLC's intake line that connects callers with resources, referrals, or direct services. The Community Advocacy Program also provides limited representation on legal matters and conducts trainings in the community.

Interns, externs, and volunteers who work in the CAP program will have a unique, hands-on opportunity to assist people with disabilities who call into DRLC's intake line. CAP participants will interview prospective clients and present the intake to the supervising attorney. Under the direction of the attorney, CAP participants will be involved in analyzing whether DRLC can provide further representation. If not, CAP participants will identify and locate pertinent resources and referrals to assist the caller in finding additional help.

Interns are responsible for:

1. Managing a reasonable caseload of intakes from inception through completion.
2. Contacting prospective clients and conducting intakes.
3. Interviewing callers and using person-forward language.
4. Utilizing analytical skills to identify key issues and managing intakes.
5. Maintaining regular communication with CAP Coordinator and CAP Director.
6. Ensuring that callbacks are returned within a reasonable amount of time.
7. Drafting intake notes.
8. Reviewing the case management system to ensure that all intakes and follow-ups are completed in a timely manner.
9. Drafting Closing letters and submitting them for approval to CAP Director.
10. Updating know your rights materials and resource manuals
11. Other projects as assigned.
12. Potential opportunities to participate in community outreach events.

If you are interested in volunteering with Disability Rights Legal Center or have any questions please use the contact information below:

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www.drlcenter.org