BAR ASSOCIATION OF SAN FRANCISCO

Job Description

Director
Lawyer Referral and Information Service

Job Summary: Director of staff and operations of Lawyer Referral and Information Service, including: administration of substantive referral panels on which attorneys apply for membership; referral of clients to panel attorneys and other resources; administration of programs for appointment of counsel for indigent clients in conflicts cases in the criminal and juvenile courts and in misdemeanor appeals, and for unrepresented clients in proceedings before the immigration court; administration of Dependency Representation Program; Indigent Defense Administration program; administration of attorney-to-attorney preceptorship program, and apprenticeship program for attorneys interested in the conflicts programs; coordination of activities and programs with, and pre-screening of all clients for the Volunteer Legal Services Program; primary staff liaison to the LRIS Committee, Conflicts Committee, and other committees as they relate to LRIS; preparation and monitoring of LRIS budget; responsibility for comprehensive public relations program, long-range planning and program development for LRIS; advocacy for the development and improvement of Lawyer Referral and Information Services on a local, state and national level; chief of staff for LRIS, performing administrative duties as directed by the Executive Director, including hiring, firing, employee evaluation, salary-setting, continuing legal education and other training of staff; primary LRIS liaison to Board of Directors, courts, State Bar, American Bar Association, and other agencies and organizations. Reports to the Executive Director. This is an exempt, full-time position.

MAJOR AREAS OF RESPONSIBILITY

Administrative:

1. Direct the Lawyer Referral and Information Service and related projects so as to maximize service to the public, the judiciary, and to lawyers.

2. Ensure compliance with the State Bar Minimum Requirements for a Lawyer Referral and Information Service in California.

3. Recommend policies and procedures to management committees and oversee implementation of approved policies and procedures.

4. Establish office priorities and monitor workflow.
5. Establish agenda for and be primary staff liaison to LRIS Committee's monthly meetings.
6. Establish agenda for and be primary staff liaison to Conflicts Committee's meetings.
7. Establish and monitor compliance with deadlines.
8. Oversee operations of criminal and juvenile conflicts programs, Dependency Representation Program, and Indigent Defense Administration program.
9. Oversee Peer Review and Pilot Fee Audit Programs.
10. Ensure most efficient design and use of all office systems, records, reports and forms.
11. Provide information and assistance to staff.
12. Coordinate the development and implementation and revision of experience panel requirements, the review of attorney applications, and appeals from adverse decisions, in conjunction with Qualifications Subcommittee.
13. Monitor problem attorneys to maintain quality of service.
14. Maintain excellent working relationships with attorneys.
15. Handle communications and correspondence with panel members, other attorneys and agencies, and work closely with the courts.
16. Respond to difficult clients and client complaints and make recommendation to the Qualifications Subcommittee regarding disciplinary action; participate in disciplinary proceedings where necessary; implement the Qualifications Subcommittee's decision.
17. Prepare reports for the LRIS Committee, the Executive Director, the Board of Directors, the State Bar, and the ABA, as necessary.
18. Meet regularly with and report to Executive Director, Officers and Board of Directors; report annually to Board of Directors.

Fiscal:

1. Prepare and monitor budgets of income and expenses.
2. Develop and maintain manual and computerized income collection, follow-up and monitoring procedures, instituting and participating in arbitration or other collection procedures where appropriate.
3. Recommend fee structure and LRIS staff salaries to Executive Director and Lawyer Referral Committee.
4. Negotiate appropriate financial arrangements regarding programs administered for the Court.
5. Explore new sources of income.
Personnel:

1. Interview prospective employees, and hire, fire and maintain multi-lingual staff.
2. Handle staff discipline, resolve disputes and develop and maintain high staff morale.
3. Evaluate performance of staff.
4. Assist staff in directing difficult referrals to appropriately experienced attorneys.
5. Conduct staff meetings.
6. Create and implement LRIS employee education programs and other staff development activities.

Public Relations:

1. Develop an appropriate, comprehensive and effective public relations program, with attendant materials, to promote BASF/LRIS on a local, state, and national level, aimed both at attracting clients and establishing the reputation of the LRIS in the legal and general community.
2. Participate in interviews with press and electronic media regarding LRIS.
3. Recruit attorneys for panel membership.
4. Arrange coordination with other legal service providers.
5. Attend and provide leadership at state and national conferences and in local, state and national organizations. including participating as an expert consultant through the ABA’s PAR Program (Program of Assistance and Review).

Program Development:

1. Develop and implement long-range objectives for LRIS in conjunction with LRIS Committee.
2. Develop innovative new legal service delivery mechanisms and target groups and modify existing programs when necessary or advisable.
3. Work with judges, lawyers, government officials and others to improve procedures at the San Francisco Unified Court, the Juvenile Court and Hall of Justice and the Immigration Court.
4. Represent the association in proceedings regarding the Conflicts Programs, the Dependency Representation Program the Indigent Defense Administration program and advocate the association's position to members of the court, city government, and the press regarding
issues related to the appointment of counsel for indigent persons. Oversee the development and distribution of informational material on the program; develop improved procedures for conflicts appointments; coordinate with representatives of the court to ensure that proper billing practices are followed and that other policies are communicated to and followed by panel members.

5. Work with the State Bar and American Bar Association, and legislative bodies as appropriate, to advocate for the development and improvement of Lawyer Referral and Information Services on a local, state and national level.

**SPECIFIC SKILLS/KNOWLEDGE REQUIRED**

Progressively responsible experience as a manager and administrator.

Excellent written and oral communication skills.

Ability to work effectively with a diverse staff handling a variety of projects.

Ability to work closely and collegially with staff, attorney members and volunteers, and representatives of the courts.

Experience in establishing and monitoring budgets.

Demonstrated interest in public service and experience with or a desire to work with diverse communities.

Competence in Word for Windows and Excel.