



Case Management Data and Reporting Specialist

Full-time position available immediately

Background:

Founded in 1978, SeniorLAW Center is a dynamic, nonprofit public interest legal services organization with its mission to seek justice for older people by using the power of the law, educating the community and advocating on local, state and national levels. We are the only nonprofit agency in Pennsylvania, and one of few in the nation wholly dedicated to providing legal assistance and protecting the legal rights of older persons. SeniorLAW Center prioritizes its services to older people who are low-income, cultural and racial minorities, disabled, victims of crime and family violence, and/or facing other vulnerabilities and challenges. We fight senior poverty, fraud and homelessness, provide protection from elder abuse and financial exploitation, enable grandparents to raise grandchildren, and improve access to justice.

Job Overview:

This is an exempt full-time position who leads reporting and data collection and analysis for the organization. This specialist works extensively with the entire SeniorLAW Center team and leads efforts to ensure that the case management system (currently Legal Server) is used correctly and to its maximum effectiveness, that staff are trained and knowledgeable about its use, that problems and challenges are resolved, leading communications with the consultant/vendor.

Duties:

- A. Primary administrator for Legal Server case management system.
- B. Act as liaison to Legal Server for staff problems, questions and problems. Troubleshoot problems staff have with the system.
- C. Establish new user profiles, delete user profiles for departing staff and volunteers, change security settings for existing users as needed.
- D. Customization of forms, look up tables and processes within Legal Server.

- E. Help build and modify reports as requested.
- F. Ensure standard data such as federal poverty level, average median income is updated.
- G. Set up new funding codes as needed.
- H. Work with leadership and project directors on quality control monitoring and issues. Set up automatic reports for project directors/staff when requested. Run periodic quality control reports and work with leadership to ensure data is complete.
- I. Run standard funder reports and other general non-project reports as directed and spot check for discrepancies and compliance issues. Train staff on running their own reports.
- J. Develop training program for new staff and volunteers and update full staff on upgrades and enhancements.
- K. Stay abreast of Legal Server enhancements and issues by staying engaged with national LegalServer user community. Attend any trainings available on new features of LegalServer system and then bring back to full staff.
- L. Assist leadership with updating written LegalServer policies and protocols.
- M. Review grant contracts and bring possible compliance questions or issues to leadership.
- N. Additional Responsibilities:
 - 1. Participate in staff and team meetings, organizational events and other initiatives.
 - 2. Participate in SeniorLAW Center's culture of philanthropy.

Qualifications:

- Bachelor's Degree or Associate Degree with at least two (2) years equivalent experience,
- Excellent hardware and software computer skills, including Microsoft Office Suite, Workplace, Excel, Legal Server or similar case management software
- Excellent organizational and interpersonal skills
- Demonstrated ability to manage multiple projects and deadlines and prioritize
- Ability to problem solve creatively
- Ability to work under pressure and multi-task
- Ability to work well as a team and individually
- Highest degree of professionalism is required
- Excellent time management skills

This is a full-time position (40 hours/week). Excellent benefits, including 401k, flexible spending plan, generous holidays and leave time. Salary range, commensurate with experience: \$50,000-\$60,000 annually. All applications should include cover letter, resume and at least three (3) professional references.

SeniorLAW Center has a Mandatory COVID-19 Vaccination Policy for all staff and volunteers. Please apply by email to attention of Asha Ramachandran, Esq., Director of Administration, at employment@seniorlawcenter.org. No phone calls please.

SeniorLAW Center is an equal opportunity employer, that values and seeks diversity and inclusion in all aspects of its work. Persons from diverse backgrounds and orientations are encouraged to apply.