

## **Lawyers Concerned for Lawyers**

### **TITLE: CLIENT SERVICES DIRECTOR**

#### **General Description:**

Are you someone who cares about helping others and wants to be part of a committed professional team? Lawyers Concerned for Lawyers, Minnesota's Lawyer Assistance Program, provides free, confidential peer and professional assistance to Minnesota lawyers, judges, law students, other legal professionals, and their immediate family members on any issue that causes stress or distress.

The Client Services Director monitors client progress and coordinates the services provided to clients by LCL and community resources.

Primary duties are management of the intake process, monitoring services provided by affiliates and volunteers, assessment of client need, referral (including treatment), and follow up. The Client Services Director is responsible for quality assurance and maintaining a high quality of service to clients, confidentiality, efficient coordination and increasing the profile of the program.

The Client Services Director contributes to the overall goals of the program including education and information to members of the legal community, outreach, education, and peer volunteer support.

### **QUALIFICATIONS**

#### **Required Qualifications:**

Degree or relevant experience in social work, psychology, addiction or related field. Post-graduate degree (including a JD) preferred. Relevant experience can include substantial recovery experience with substances or other mental health issues.

Experience working with people with substance use and mental health issues.

Excellent communication skills and personal empathy.

Ability to work independently, be flexible and creative, and work as a member of a team. Ability to follow up quickly and consistently with clients and others.

Basic computer and record-keeping skills, including database case management.

The ability to develop community networks and work with a range of professionals, associations, community resources and treatment facilities is important to promote the values and goals of the lawyer assistance program.

Demonstrated experience working with legal or other professionals and their families. Knowledge of legal culture.

Knowledge of Employee Assistance Programs.

Experience in conducting interventions.

## DUTIES

### *Client Services*

- Assess incoming clients for initial presenting issue, provide resources and make referrals, including to detox and treatment.
- Develop and maintain relationships with all clients as well as family members, colleagues, and other support systems as appropriate.
- Communicate with clients in treatment or hospital settings. Maintain periodic contact with clients to monitor progress. Refer to additional services.
- Help facilitate interventions and crisis response. Follow-up and evaluation.
- Facilitate support groups.

### *Volunteer Peer Support*

- Recruit volunteers for mentoring individual clients.
- Provide training sessions for volunteers appropriate to their needs. Maintain regular contact with volunteers.
- Match appropriate volunteers with clients seeking support. Manage treatment center and other visits.
- Follow up with volunteers who are working with LCL clients to offer support and/or assistance.
- Work together with volunteers to ensure program effectiveness.
- Develop special projects to maximize volunteer contributions to the program (Speaking, promotional activities, written materials).

### *Community Relations*

- Develop community networks and work with a range of professionals, associations, community resources and treatment facilities to promote the values and goals of LCL. Work with organizations providing services for lawyers.
- Develop resources and clinical networks throughout Minnesota to assist clients when appropriate.
- Participate in related organizations and committees as appropriate.

### *Administrative*

- Meet with colleagues to review the status of all cases.
- Maintain records as required.
- Prepare and contribute to reports as required.

The salary range for this role is \$90,000 – \$99,000 depending on qualifications. Benefits include health care reimbursement, vacation and sick leave, paid life and LTD insurance, appropriate professional memberships, and a retirement plan.

**To apply**, submit a letter of interest, resume and names of three references to Lawyers Concerned for Lawyers at [help@mncl.org](mailto:help@mncl.org). Further information about LCL is at [www.mncl.org](http://www.mncl.org).