



Community Intake Coordinator

ACLU OF IDAHO FOUNDATION

Every year the ACLU of Idaho receives hundreds of requests for legal support from community members. We call our program for managing and responding to these requests our Intake Program. Traditionally, these requests have come in the form of letters, phone calls and online submissions, and we have responded to each of them individually. We have recently embarked on an extensive plan to make our Intake Program more accessible. We are transitioning toward integrating community organizing into our overall response to these requests, as well as providing tools for community members to take on self-directed advocacy.

The Community Intake Coordinator will be responsible for managing the Intake Program, including by responding strategically to requests for help, connecting individuals to community organizing projects, and enhancing the accessibility of the Program to people of diverse abilities, cultural backgrounds, and language proficiencies. Under the Legal Director's supervision, the Community Intake Coordinator will conduct investigations that probe cases and issues involving alleged civil liberties and civil rights violations. In collaboration with both the Legal Department and Legislative-Advocacy Department staff, the Community Intake Coordinator will participate in community based work and community organizing campaigns that are aligned with our organization's strategic priority areas or emerging work to build power for people and communities experiencing similar manifestations of oppression. This position requires a self-directed, highly-organized person with excellent time management and organizational skills. The person must have demonstrated a lasting commitment to human rights, equity, community based organizing, empathy toward our societies most marginalized, and a dedication to building a staff culture of belonging.

About the ACLU

The ACLU is the nation's premier guardian of liberty. A nationwide, nonpartisan, nonprofit organization, the ACLU is dedicated to defending and expanding civil liberties and human rights across the country. The ACLU of Idaho and its foundation operate jointly as private nonprofit organizations devoted to furthering the ACLU's mission in Idaho. The ACLU of Idaho employs a three-prong approach to its work, which includes litigation, legislative advocacy, and community engagement. To learn more, visit www.acluidaho.org and www.aclu.org.

Our staff of seven full-time and two part-time employees work in a fast-paced, friendly office in the heart of downtown Boise, Idaho (due to COVID-19, our office is

currently working remotely). Boise, the City of Trees, is the capital of Idaho and the core of a metro area of 730,000 people. The city enjoys all four seasons in a dry climate and offers an exceptional quality of life and a diverse business community with high tech industries. Recreational activities include whitewater rafting and kayaking, climbing, fishing, hunting, and skiing. There is a 190-mile foothill trail system for hiking and mountain biking and a 25-mile riverside greenbelt along the Boise River which flows through the city. Downtown offers thriving restaurants, shops, concerts, and public markets, and an ever expanding number of local microbrew pubs and wineries. Over 95 languages are spoken in Idaho. The Treasure Valley, which includes the cities of Boise, Meridian, Nampa and Caldwell is home to the state's largest Latinx community. Boise is also a hub for LGBTQ communities and political activism in Idaho. Boise is a refugee resettlement city.

Responsibilities Include:

- Review, assess, and qualify requests for support where the ACLU can assist and provide appropriate information and referrals.
- In collaboration with the Legislative-Advocacy Department, identify strong community leaders to integrate into existing or emerging campaigns.
- Investigate reports of human rights and civil liberties violations, employing investigative techniques, including: interviews of relevant people, research and analysis of relevant data and history, and outreach to identify other community members affected.
- Analyze and prepare reports and visualizations of intake and demographic data to identify trends and opportunities for advocacy and community organizing aligned with the affiliate's priority issue areas.
- When possible, provide community resource connections to people in crisis or facing traumatic challenges in their lives—such as illness, mental health challenges, loss, unemployment, abuse, and family problems—with empathy and care.
- Maintain and develop self-help resource materials, complaint forms, and training materials.
- Work with interpreters and translators to best respond to requests for assistance from potential clients and witnesses with limited English proficiency.
- Recruit, supervise, coordinate, and build relationships with interns to advance the programmatic goals of the intake program.
- With the Legal Director, maintain the ACLU of Idaho's intake files, which include those in physical and electronic formats, including in the ACLU of Idaho intake database.

Qualifications:

- Skills in empathizing with and deescalating people who are experiencing extreme stress or who have been emotionally hurt or physically injured.
- Proven ability to work well with people with a wide range of backgrounds, interests, skills, concerns, language proficiencies, abilities, and personalities.
- Respect for others and the perspectives of people from many cultural backgrounds and life experiences.

- Knowledge of resources and strategies for accessibility, including disability, language, and cultural competency.
- Experience or education in interviewing, gathering facts, analyzing information, and investigative techniques.
- Demonstrated ability to juggle and prioritize many concurrent tasks at once, manage a high-volume workload, pay extremely close attention to detail, adapt quickly to changing organizational priorities, and meet moving deadlines.
- Demonstrated ability to take initiative, problem-solve, multi-task, and work independently.
- Excellent clear language writing skills.
- Excellent computer skills, including with databases, Microsoft Word, Microsoft Excel, email, and other online communication platforms.
- Clear, strong, and proven commitment to racial justice, civil liberties, public interest work, and the mission of the ACLU of Idaho.
- Proficiency in Spanish preferred.

Supervision:

Supervised by the Legal Director.

Compensation:

The salary range for this position is expected to begin between \$45,000 to \$50,000, but with an overall salary range under the ACLU of Idaho’s structured pay scale of \$45,000 to \$60,000. Excellent benefits include 100% employer-paid medical, vision and dental insurance, 401(k) plan with an employer match, life and long-term disability insurance, sabbatical eligibility after at least five years, and generous paid holidays.

To Apply:

Submit:

- A résumé.
- A one- or two-page cover letter that identifies evidence of a clear, strong, and proven commitment to civil liberties and public interest work, and explains how your experience is applicable to the job responsibilities.
- Contact information for three references, including at least one reference to whom you have provided advocacy or organizing support.

Send to admin@acluidaho.org.

Please reference “Community Intake Coordinator” in the email subject line, and indicate in your cover letter where you found this job listing.

Review of applications will begin October 26, 2020. Preferred start date is December 1, 2020, or earlier. The position will remain open until filled. ***Absolutely no unsolicited calls, please.***

If you are a person with a disability and need assistance applying, please e-mail admin@acludaho.org. If we select you for an interview, you will receive more information about how to request accommodations for the interview process.

The ACLU of Idaho advances equity and inclusion in the workplace by providing equal employment opportunity to support a work environment free from discrimination on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age (over 40), sexual orientation, military and veteran status, arrest or conviction record, and any other basis prohibited by law. The ACLU of Idaho embraces Fair Chance policies.

The organization also provides reasonable accommodations for people with disabilities. Our equity and inclusion commitment applies to all aspects of employment, including recruitment, selection, advancement, training, problem resolution, and separation from employment. Through this commitment, the ACLU of Idaho strives to establish and maintain an equitable and accessible work environment that is supportive and free from discrimination.