

**Legal Aid Society of Middle Tennessee and the Cumberland**  
**Senior Deputy Director of Client Services**  
**Job Description**

**Position Title:** Senior Deputy Director of Client Services

**Employment Status:** Full-Time; Exempt

**Location:** Nashville

**Supervisor:** Executive Director

**Supervisory responsibilities:** Director of Advocacy and Litigation, Director of Compliance and Reporting, Director of Volunteer Lawyer Program, Managing Attorneys (up to 8 offices)

**Job Summary:**

Reporting to the Executive Director, the Deputy Director of Client Services is responsible for overall management and direction of the client services at Legal Aid Society of Middle Tennessee and the Cumberland (LASMTC). Administrative responsibilities include the implementation of strategic planning and regionalization; administration of grant programs, investigating and resolving client complaints and grievances, program development, program implementation, contract compliance, and program evaluation.

**Duties/Responsibilities:**

- Assume responsibilities of Executive Director and assume position of Acting Executive Director, when requested by the Executive Director or by the LASMTC Board of Directors.

Compliance and External Administration

- Oversee compliance issues related to major Federal and State funding sources, including Legal Services Corporation (LSC) and IOLTA, in conjunction with the Director of Compliance and Reporting.
- Oversee the LSC compliance portion of the annual audit in conjunction with the Director of Compliance and Reporting.
- Responsible for updating LAS Administrative Manual, in conjunction with the Director of Human Resources and other appropriate staff.
- Provide counsel and advice to the Executive Director regarding administrative, financial, and human resource operations.
- Assist the Executive Director in planning and administration.
- Coordinates strategic planning groups charged with developing policies, protocols, and procedures.
- Coordinates the administration of regionalization, including the development and implementation of regional policies, protocols, and procedures
- Attend LASMTC Board meetings and provide reports and recommendations as needed; be available to participate in meetings of committees and subcommittees of the Board.
- Develop in coordination with the Executive Director and Director of Development a comprehensive annual report for the Board of Directors.

**Legal Aid Society of Middle Tennessee and the Cumberland**  
**Senior Deputy Director of Client Services**  
**Job Description**

**Public Relations**

- Assists the Executive Director and Director of Development in working with funding sources
- Represent LASMTC at local, state and national level meetings in coordination with or in lieu of the Executive Director.

**Internal (Staff) Administration**

- Insures proper communication of management decisions to all staff
- Schedules, organizes agendas, and coordinates management staff meetings, as needed.
- Oversee program evaluation within LASMTC practice groups, projects and VLP, in conjunction with the Director of Advocacy and Litigation.
- Review staff evaluations and provide reports and recommendations to the Executive Director
- Visits all offices on at least a quarterly basis
- Investigate and resolve client complaints and grievances
- Facilitate a close working relationship between the 8 offices
- Assist in the management of the 8 offices
- Assume managerial and supervisory responsibility with respect to other management and staff members, as requested by the Executive Director.
- Coordinates the hiring of new staff attorneys in consultation with the Director of Advocacy and Litigation and Hiring Manager

**Training**

- Coordinate with the Director of Advocacy and Litigation on annual training plans and staff training conferences.
- Assists the Executive Director and Director of Community Engagement in public relations activities as needed.
- Responsible for implementation of program mission and work plan implementation, as assigned by Executive Director
- Coordinates and identifies training needs and develops annual training programs for staff, and evaluations.
- Create external training opportunities
- Performs such other duties as may reasonably be requested.

**Qualifications:**

- Must be admitted to practice law in Tennessee or another State and applying for admission to Tennessee Bar.
- 2 or more years practice of law preferred
- 5 or more years of experience in policy administration or management of an office, firm, company, or non-profit organization preferred.
- BA/BS/MBA in business, public administration, or related field preferred
- Experience with grant compliance

**Legal Aid Society of Middle Tennessee and the Cumberland**  
**Senior Deputy Director of Client Services**  
**Job Description**

- Intermediate to expert skills in Microsoft Office (specifically Word, Excel and PowerPoint)
- Excellent computer skills.
- Superior oral and written communication skills and ability to work collaboratively with internal and external partners.
- Exceptional interpersonal skills and emotional intelligence
- Excellent organizational skills and proven ability to meet deadlines.
- Meticulous attention to detail accuracy.
- Ability to multi-task and shift priorities.
- Must have driver's license and access to transportation.

**Success Factors:**

- A commitment to the principal of equal justice and to advocacy for low-income persons.
- Treat clients, staff and the public with dignity and respect.
- Appreciation for diverse cultures and communities.
- Demonstrated ability to work as a member of a team and independently including willingness to help others (cooperative) and share knowledge, information, contacts, and experience.
- Able to address issues in a timely manner.
- High level of professionalism, diplomacy, and sound judgment.
- Excellent research, writing, and advocacy skills including the ability to advocate in a clear, effective and logical manner both orally and in writing.
- Ability to handle and prioritize multiple, competing demands.

**Working Conditions:**

Hours: Office is open Monday through Friday 8 a.m. to 5 p.m. Work after hours or on weekends may be required. Work is performed primarily in an office setting. Majority of time spent seated typing on a computer, writing, or talking and listening on the phone or with someone in person. Standing, walking, and bending are necessary on a normal day. Occasionally lifts and carries up to 25 pounds. Travel is required. LAS is a smoke-free office and makes no allowances for smoke breaks.

This job description is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities that are required by the employee.