

**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, 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 implementation of the client services at Legal Aid Society of Middle Tennessee and the Cumberland (LASMTC). Administrative responsibilities include the implementation of strategic planning efforts and grant objectives, 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 Director of Compliance and Reporting, including compliance issues related to major Federal and State funding sources such as Legal Services Corporation (LSC) and IOLTA, and the LSC compliance portion of the annual audit.
- Oversee updating of LAS Administrative Manual, policies, protocols, and procedures.
- Serve as advisor to the Executive Director regarding administrative matters.
- Coordinate implementation of strategic plan.
- Promote and implement firmwide 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.

Public Relations

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

Internal (Staff) Administration

- Ensure proper communication of management decisions to all staff.
- Plan and facilitate management staff meetings, as needed.
- Oversee evaluation of firm programming and office functions in conjunction with the Director of Advocacy and Litigation.
- In conjunction with the Executive Director, review staff evaluations and file reviews, and provide reports and recommendations.
- Investigate and resolve client complaints and grievances.
- Facilitate a close working relationship among the 8 offices, through quarterly office visits and management assistance.

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- Assume managerial and supervisory responsibility, as requested by the Executive Director.
- Assists in the hiring of new staff in consultation with the Managing Attorneys, Director of Advocacy and Litigation and Hiring Manager.

Training

- Coordinate with the Director of Advocacy and Litigation and Practice Group Leads on annual training plans and staff training conferences.
- Assist the Executive Director and Director of Community Engagement in public relations activities as needed.
- Oversee implementation of program mission and work plans, as assigned by Executive Director.
- Coordinate and identify administrative training needs of staff and assists in the development of annual training programs for staff, and evaluations.
- Approve external training opportunities.

General LAS

- Participate in All Staff meetings, Directors meetings and managing attorneys' meetings as requested.
- Participate on internal committees, work groups, and other efforts to promote and improve LAS' operations.
- Establish and maintain professional working relationships with office staff.
- Comply with program policies and regulations of the Legal Services Corporation and other funders.
- Comply with relevant portions of the Legal Services Corporation's Performance Criteria and with the American Bar Association's Standards for the Provision of Civil Legal Aid.
- Comply with all applicable organizational, professional, and legal requirements for confidentiality.
- Perform other duties as requested by the Executive Director.

Requirements:

- Juris Doctor (JD).
- Admitted to practice law in Tennessee, eligible for admission through reciprocity, or willing to take first available Tennessee bar examination.
- Minimum 7 years practice of law.
- Minimum 7 years of experience in policy administration or management of an office, firm, company, or non-profit organization.
- Experience with grant compliance
- Intermediate to expert skills in Microsoft Office (specifically Word, Excel and PowerPoint)
- 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.

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- Meticulous attention to detail accuracy.
- Ability to multi-task and shift priorities.
- Must have driver's license and access to transportation.

Success Factors:

- Demonstrate a commitment to the principle of equal justice and to advocacy for low-income people.
- Treat clients, staff and the public with dignity and respect.
- Appreciate the experiences and needs of people of diverse economic, social, and cultural backgrounds.
- Demonstrate a personal sense of integrity.
- Take ownership of projects and produce solid work products.
- Work as a member of a team and independently including willingness to help others (cooperative) and share knowledge, information, contacts, and experience.
- Address issues in a timely manner.
- Use a high level of professionalism, diplomacy, and sound judgment.
- Handle and prioritize multiple, competing demands.

Working Conditions:

- Work during office hours between 8 a.m. and 5 p.m., Monday through Friday. Work after hours or on weekends may be occasionally required.
- Work is performed primarily in an office setting and at outreach sites.
- Prolonged periods of sitting at a desk and working on a computer. Often communicating with people using the phone, email, via video call, or in person.
- Occasionally lift up to 15 pounds.
- Travel within the LAS service area may be necessary.
- This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required by the employee.