



Senior Legal Hotline

515 12th Street ♦ Sacramento, CA 95814

Telephone: (916) 551-2145 ♦ Fax: (916) 551-2197

www.seniorlegalhotline.org

REQUEST FOR VOLUNTEERS -- PARALEGALS, LAW STUDENTS, PARALEGAL STUDENTS AND OTHER ADVOCATES

The Senior Legal Hotline is seeking paralegals, law students, paralegal students and professionals with other law-related knowledge. We are a small, friendly office of four attorneys, five paralegals, clerical/intake staff and various volunteers and student interns. We provide free legal advice and brief services by phone to people over 60.

The job involves taking client calls, collecting demographic information and -- under supervision of an attorney -- offering legal advice regarding the client's problem, sending written information and in some cases, providing additional brief service. It is an excellent opportunity to gain experience actually working with clients and to obtain substantive knowledge about many highly practical areas of law.

Other possibilities include outreach work, both inside and outside the office, the latter at presentations to groups of seniors or to staff at other agencies, and preparing written/audio-visual and on-line client education material.

Skills needed include:

- § ability to speak clearly and succinctly when gathering or giving information over the phone to a wide range of senior clients.
- § ability to work independently and follow through with assignments.
- § ability to remain calm in the face of busy phones and difficult situations or clients.
- § a caring attitude toward seniors of all ability levels.
- § cultural sensitivity to lifestyles, language, and disabling conditions.
- § ability to strictly respect the confidentiality of clients.

Formal paralegal training is not required, though substantive knowledge in one or more areas we commonly address is highly welcomed. A foreign language is especially valuable.

Hours and days:

Hours of work are extremely flexible during regular daytime hours, but we need to know at least a day in advance when advocates are coming in order to make phone appointments for them. Regular office hours are 8:30 to 5, and we have evening hours -- to 8 p.m. -- every Thursday, snacks provided -- so people with full-time day jobs can volunteer.

Time commitment is negotiable, though to allow for the best training and orientation, a minimum of 12 hours a month for at least six months is preferred. Actual hours for our currently active volunteers vary widely.

To sign up or for more information, please call (916) 551-2145.