



Screening Receptionist *Full-Time*

The Connecticut Veterans Legal Center (CVLC) is seeking a **Screening Receptionist** to play a vital role in ensuring low-income veterans have access to high-quality legal assistance. The Screening Receptionist will support a team of front line advocates helping veterans facing legal barriers to housing, healthcare, income, and recovery.

About CVLC:

We are a dynamic group of client-centered advocates. The results we get for our veterans are some of the best in legal aid, and we all play a part in making that happen. We are collegial and collaborative; we all pitch in as needed. Our teamwork is a hallmark of our organization. CVLC is the first legal aid program in the country to form a medical-legal partnership with the VA. This partnership integrates legal help into VA mental health, housing and addiction services. Our work occurs where veterans law intersects with economic and racial justice, human rights, and mental health.

Primary Roles & Responsibilities:

- This is a full-time, in-person position at our field office located within the West Haven VA Community Resource and Referral Center. Business hours are 8:30am - 4:30pm, Monday - Friday.
- The Screening Receptionist will greet and assist veterans “dropping in” for legal assistance and information as well as those coming to the office for pre-scheduled appointments. You will gather information from veterans, including basic information (such as address and military service) as well as critical information about their legal issue.
- The Screening Receptionist will also field questions from clinicians and be a point person for VA personnel about facilities updates, information and events (such as a holiday party, scheduled safety tests, etc).
- The Screening Receptionist will also collect documents from the veterans and clinicians. We use electronic files and comfort with technology such as scanners, online case management systems, email, and text is vital to the role.
- The Screening Receptionist will scan mail received at our field office, labeling letters and other such documents so that staff can easily find their mail.
- The Screening Receptionist will help keep the field office in good order, well organized and stocked with necessary office supplies
- The Screening Receptionist may also schedule appointments and deliver mail to our main office in Downtown New Haven as needed.

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Qualifications for the Role:

- We are looking for a collaborative and kind team member who enjoys working with the public. Compassionate conversation and good listening skills are required, as well as the skills to de-escalate callers in crisis. Applicants should have strong written and verbal communication skills as well as strong organizational skills.
- Proficiency using computer programs including excel, word, and dropbox
- Experience working with and managing volunteers
- Passion about supporting Veterans and their unique needs

Compensation:

Salary is based on experience and competitive in relation to other legal aid programs. Salary range is from \$48,500 to 52,500 based on experience. We also offer generous benefits, including health, dental, vision, and life insurance; a 403(b) retirement plan; paid time off and sick leave; and a family-friendly workplace.

Studies have shown that women, members of the LGBTQ+ community, and Black, Indigenous, People of Color (BIPOC) individuals are less likely to apply for jobs unless they believe they meet every single one of the qualifications as described in a job description; despite the reality that applicants rarely ever meet 100% of the qualifications. We are committed to building a diverse and inclusive organization, and we are most interested in finding the best candidate for the role. That candidate may be one who comes from a background less traditional to our field of work, and that's okay! We strongly encourage you to apply, even if you don't believe you meet every one of the qualifications described.

To Apply:

Please submit a cover letter and resume to CVLC at applicants@ctveteranslegal.org. Please be prepared to share the names, title and contact information for three references if requested. The position is open until filled. We anticipate that it will be filled quickly, so please send your materials as soon as possible.