

Pro Bono Net – LawHelp Interactive Program Coordinator

March 2012

Pro Bono Net, a national nonprofit organization using innovative technology to increase legal assistance for the poor, seeks a highly qualified candidate to serve as a Program Coordinator for LawHelp Interactive (www.lawhelpinteractive.org), an award-winning national online document assembly platform operated in partnership with legal aid, pro bono and court access to justice programs across the country. This position is half-time (0.5 FTE) position located in either the New York or San Francisco office. (Remote location is possible, but not preferable.)

Responsibilities

Project Development Consulting

- Support the planning, deployment, and maintenance of LHI projects in assigned states.
- Coordinate and lead regular calls with LHI project partners to provide training, problem solving assistance, and support for new partner cultivation.
- Identify project expansion opportunities and work with state partners to grow their LHI projects.

Community Capacity-Building

- Co-facilitate monthly calls of the LHI developer project network.
- Work as part of a team to maintain an online support site (<http://www.probono.net/lhi>) and post relevant materials for state partners.
- Both develop and assist contractors in developing project support tools, including written documentation of new features, online tutorials and “how to” guides, and robust issue tracking.
- Work with the LHI Program Manager to enhance the existing template developer training and support activities, both in-person and virtual, for the community. Organize training events including outreach, logistics, and curriculum planning and coordination with trainers.

Technical and Administrative Coordination

- Work as part of a team to maintain platform documentation and support knowledgebase.
- Interface with LHI technology development team to report and help troubleshoot technical issues and provide programmatic guidance on new functionality.
- Maintain reporting systems to document work with each project in an efficient and effective manner.
- Assist in grant proposal development, tracking and reporting, as assigned.

Candidate Qualifications

- Undergraduate degree required; graduate degree in a related knowledge field preferred.
- 2+ years’ experience working with public interest legal, court self help settings, or related organizations. Strong understanding of legal processes, communications, and regulations in poverty law.

- Web-savvy and fluent in the discussion of web-based tools; demonstrated ability and strong interest in using technology to support innovative approaches to service delivery.
- Understanding of courts as institutions, their operations, and some familiarity with courts administration and self help services highly desirable.
- Demonstrated ability to lead projects, work well with people, and foster and facilitate collaboration. Good email and interpersonal communication skills required.
- Confident and skilled communicator (written and verbal) particularly the ability to make technology understandable to people without a technical background.
- Ability to adapt to new ideas in a positive way; flexible approach to unexpected changes in priorities and ability to respond to the needs/expectations of diverse stakeholders.
- Must be a self-starter who is comfortable working independently on projects in a fast paced organization and taking on new pilot initiatives.
- Detail oriented and highly organized, with ability to multitask, establish priorities and achieve results.
- Willingness and ability to travel several times a year.

Organization Background

Pro Bono Net (PBN) works in close partnership with other nonprofit legal organizations across the U.S. and Canada to increase access to justice for poor and moderate-income people. It does so by (i) supporting technology innovation by the nonprofit legal sector, (ii) increasing participation by volunteers, and (iii) facilitating collaborations among advocates working on similar issues or in the same region. Pro Bono Net's programs include LawHelp.org, probono.net, Pro Bono Manager, and LawHelp Interactive. To learn more about Pro Bono Net's programs, visit <http://www.probono.net/about/item.Mission>.

Application Instructions

Email resume, cover letter and three references to jobs@probono.net with LHI Program Coordinator in the subject heading. No calls please. Application Deadline: April 6, 2012. Interviews on rolling basis. Pro Bono Net is an equal opportunity employer. Women, people of color, and people with disabilities are encouraged to apply.