

CASE MANAGER - VOLUNTEER SERVICES

Alaska Legal Services Corporation is seeking a full-time (35 hours/week) Case Manager to support volunteers within our Community Justice Worker program. This role will specialize in supporting our public benefits work and will be responsible for all aspects of case assignments, from initial volunteer contact for case placement to case closure. Position will ensure accurate and timely documentation of volunteer data/work in case management system and assist with community outreach events.

About the Project: Through a partnership with the Alaska Mental Health Trust Authority, the Public Benefits Advocacy Project helps Trust beneficiaries to address significant barriers and navigate challenges in accessing and keeping essential public benefits such as food assistance, health coverage, income supports, and other basic-needs programs.

Required: High school diploma or equivalent; Experience in customer service or related field; Strong administrative/technical and organizational/time management skills with high attention to detail; Excellent communications (written, verbal, interpersonal) skills; Computer proficiency (Windows operating system, Microsoft Office, Google Workspace, Internet, e-mail and data entry); Willingness to learn new systems and implement identified solutions.

Highly desired: Bachelor's degree in a related field; paralegal or case management experience; prior experience dealing with individuals in crisis; familiarity with cross-cultural situations; working knowledge of the legal system and justice gap; and prior experience in volunteer management and the ability to interact effectively with volunteers.

Hourly wage is \$29.54-\$44.32 DOE. Generous benefits and leave package provided, including partial reimbursement of relocation expenses. Personal leave begins at six weeks per year for a full-time employee. ALSC observes 15 paid holidays.

Applications: ALSC is proud to be an equal opportunity employer. We are committed to ensuring a workplace free from discrimination and treating everyone with respect regardless of their race, color, religion, gender, national origin, age, disability, or any other characteristic protected by law. Review of applications will begin immediately and continue until the position is filled. Please email a cover letter and resume that includes three professional references to: Careers@alsc-law.org

About Alaska Legal Services Corporation (ALSC): As a private, nonprofit law firm, the mission of ALSC is to expand access to justice by providing civil legal aid that addresses critical needs and creates more equitable systems. Through our work, we empower people and communities throughout Alaska to protect their safety, their health, and to promote family stability. Through advocacy, education, collaboration, and litigation, we empower individuals, protect fundamental rights, strengthen communities, create opportunities, and achieve justice.