



Fresh Start
Women's Foundation

**Fresh Start Women's Foundation
Job Description**

Title: Family Law Support Assistant
Reports to: Family Law Support Manager
FLSA Status: Exempt
Supervisory Responsibility: N/A
Department: Family Law Support Services

Organization and Mission:

Since 1992, Fresh Start Women's Foundation has been on a mission to provide education, resources and support for women to positively transform their lives and strengthen our community. We envision a community where every woman reaches her full potential through achieving personal empowerment and financial self-sufficiency. As a 501(c)(3) nonprofit organization, Fresh Start helps women 18 and up focus on key areas of their lives, with a wide range of services, classes and workshops designed to teach self-confidence, life skills and career development.

Job Summary:

The Family Law Support Assistant will be the first point of contact within the Family Law Support Department working with both English and Spanish speaking clients seeking support with their family court matter. This position is focused on providing women with a high level of customer service by offering information, resources, and assistance to prepare for family court.

Specific Job Responsibilities:

- Review intake forms and conduct initial interviews with all clients seeking family law support.
- Provide general information about family court, court processes, and procedures.
- Refer to other agencies, attorneys, other professionals in the community when deemed appropriate.
- Schedule assessments, document preparation appointments, and discuss fee schedule.
- Explain Client Information Form and gather additional information required for future appointments.
- Update and maintain client files
- Engage clients to utilize additional Fresh Start services in addition to Family Law Support.
- Answer, retrieve and return calls for the Family Law Support Services department.
- Support clients in navigating community and state systems and resources.
- Miscellaneous office duties as required (including filing, maintaining brochures on information displays, etc.)
- Assist in developing partnerships with other service providers and members of the community.
- Document client interaction appropriately and in adherence to confidentiality standards.
- Complete client data monthly reports.



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Job Requirements:

- Bilingual (Spanish)
- Detail-oriented with excellent writing skills and the ability to clearly convey legal concepts
- Clear and competent oral and written communication skills
- Ability to work respectfully and effectively with a variety of individuals including clients, volunteers, staff, donors and community partners
- Understanding and compassion for women from all walks of life
- Exhibit high levels of initiative, flexibility and professionalism
- Physical duties including lifting, standing, etc. may be required
- Willingness to support other departments when needed
- Skilled at working and staying motivated in both a team and individual work environment
- Willingness to attend outside meetings and events to represent Fresh Start
- Strong organizational, problem solving and decision making skills, ability to multi-task and work in a fast paced, demanding environment
- Willing to work flexible hours including mornings, evenings, and weekends

Qualifications:

- Associate in Applied Science Degree or higher
- A certificate of completion from a paralegal or legal assistant program approved by the American Bar Association
- Minimum of three years of Family Law legal experience under the supervision of an Arizona licensed attorney, or organization with extensive working knowledge of the family court system
- Proficient with computers including: Microsoft Office and the internet
- Must be able to pass a background check and fingerprint clearance

Notice: *This job description in no way states or implies that these are the only tasks to be performed by the employee occupying this position. The employee will be required to follow any other instructions and to perform any other job related duties requested by his or her supervisor.*

Fresh Start reserves the right to change this job description at any time. This job description supersedes prior job descriptions.

Reasonable accommodations can be made for a disability that is affected by the above stated job responsibilities and/or qualifications.