



## Mental Health Legal Advisors Committee

### **JOB ANNOUNCEMENT: Office Manager**

The Mental Health Legal Advisors Committee (MHLAC) seeks an Office Manager to help discharge its mission of providing legal representation to persons who have or are perceived to have mental health concerns. The Office Manager hired will work full-time at MHLAC's main office (currently Boston; office is relocating to Quincy February of 2022). Our legal office is slowly adapting to hybrid work but the OM is still our glue; someone we can depend on to help or know where to find the answer. And when they don't know the answer; investigate and ask questions until a solution is found. Making sure our systems are running smoothly is the priority. Making sure our clients are heard and treated with empathy and professionalism is our mission.

MHLAC is an affiliated state agency of the Supreme Judicial Court, created by the legislature in 1973. MHLAC offers free legal assistance to indigent people with mental health challenges throughout the Commonwealth. MHLAC's experienced and talented staff focuses on identifying and addressing issues faced by significant numbers of clients in common. Approaches to solving client problems depend on the issue itself and the best strategy for accomplishing results. Tactics include class-based and targeted individual litigation, as well as legislative, administrative, and public advocacy.

MHLAC also serves as a statewide resource on mental health law and policy. It generates legal and policy materials, testifies on proposed laws and regulations, and has a long history of providing educational and training programs for public counsel, legal services attorneys, social workers, judges, and the general public. See <http://mhlac.org/what-we-do/> for a description of MHLAC's approach and work.

MHLAC is committed to addressing racial equity concerns. In making strategic work choice decisions, priority is given to issues affecting persons with multiple characteristics that expose them to bias (e.g. persons of color who have or are perceived to have mental health concerns). This is consistent with workplace values. MHLAC is committed to creating an inclusive environment that promotes and values racial equity and diversity. We strongly encourage and welcome people of color, people with disabilities, those with personal experience related to mental health concerns, members of the LGBTQ+ community and people with diverse life experiences and backgrounds to apply.

Title: Office Manager

Full/Part Time: Full Time

Position Type: Non-Civil Service / Staff

Confidential: Yes

Salary Range: \$49,970 – 70,552, commensurate with experience and qualifications.

Benefits: Strong package includes access to Massachusetts' excellent retirement plan for State employees.

Main Office Location: 100 Hancock Street, Suite 1002, Quincy, MA 02171 (MHLAC is currently operating fully virtual until Feb. 2022, when MHLAC's Main office is relocating to Quincy, MA)

Work location: Quincy

Website: [www.mhlac.org](http://www.mhlac.org)

Deadline: Continuing to accept applications. Applications received after January 21, 2022, may not be considered.

### Qualifications

- Minimum High School diploma, GED and some college or technical training
- Strong computer and organizational skills
- Knowledge of Windows 10, Office365, and Salesforce (experience with Salesforce's Non Profit package a +)
- Strong communication and time-management skills
- Excellent written and verbal communication skills
- Ability to work with a minimum amount of supervision
- Ability to work effectively and collaboratively with clients and co-workers in a team environment under sometimes stressful circumstances
- Experience and/or strong interest in working with persons with mental health issues and/or persons currently institutionalized
- Experience in the delivery of legal services to indigent persons preferred
- Demonstrated commitment to valuing diversity, equity, and inclusion and contributing to an inclusive working and learning environment
- Ability to communicate in a language used by significant numbers of potential clients preferred

### Duties

Responsible for administrative functions of the office day-to-day. This includes managing general office wide services by:

- Scheduling and maintaining meetings, events and resource calendars
- Filing, handling and scanning mail and work-related documents
- Answering our main line and assisting as needed with intake line call volume
- Data processing in client database and other platforms used by staff
- Coordinate office supplies purchasing (experience with CommBuys and other Commonwealth applications a plus)
- Function as liaison with building maintenance and vendors our office commonly utilizes
- Housekeeping and maintenance of physical office areas, equipment and supplies
- Support technology utilization by staff both on-site and while working remotely
- Handle orienting new staff and interns during onboarding process; maintain and process offboarding for all departing staff, consultants and interns

Specifically, work collaboratively with management, the operations and admin team and staff on projects:

- Assist with rolling out tech platforms and functionality and setting up office areas for post-COVID hybrid work
- Coordinate records management
- Assist with database management (experience with Salesforce a plus)
- Coordinate and assist with office relocation
- Establishing our in-office mail scanning process as a permanent and daily task as well as assist in setting up and maintaining all communications platforms (experience with Teams, WebEx, Zoom a plus)
- Establish other necessary processes to allow for access and use of all office-based equipment while working remotely
- In concert with MHLAC staff, engage and support the administrative needs of our legal work; in litigation as well as other advocacy approaches, including legislative, administrative, or public advocacy.
- Participate in office processes for determining advocacy priorities and case strategies.
- With management and admin team, work to identify, develop and coordinate office processes as needed.

Due to the pandemic, initial and perhaps subsequent interviews will be conducted remotely. It is anticipated that office staff will largely work from remote locations until we relocate to our Quincy location. References and writing samples will be requested of finalists. A criminal background check will be completed for the selected candidate.

### **How to Apply**

Please submit resume and cover letter via email to [hr@mhlac.org](mailto:hr@mhlac.org), with the Subject line – “Office Manager position”

Email submissions are strongly encouraged. We will accept submissions mailed or faxed to our office. Please contact us at (617)338-2345 or send an email to [hire@mhla.org](mailto:hire@mhla.org) if further accommodations are necessary.

Mental Health Legal Advisors Committee  
100 Hancock Street, Suite 1002  
Quincy, MA 02171  
ATTN: Hiring

617-338-2347 FAX

The Mental Health Legal Advisors Committee is an Equal Opportunity Employer. As the representative of the Commonwealth and its residents, the Mental Health Legal Advisors Committee strives to ensure that those working in our office reflect the diversity of the communities we serve. The Committee encourages applicants from a broad spectrum of backgrounds to apply for positions. We will gladly assist applicants who need reasonable accommodation.