



Mental Health Legal Advisors Committee

JOB ANNOUNCEMENT: OFFICE MANAGER / INTAKE ASSISTANT

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, in person, at MHLAC's main office located in Quincy, MA, screening intakes, ensuring office systems, and equipment run efficiently and providing clerical support for staff. Advocates serving our clients are supported administratively while working in a hybrid model. Most days, the Office Manager will spend a portion of their time overseeing the workspace calendaring by in person staff and interns, speaking to clients over the phone and conducting a brief screening, and ensuring all administrative and facility needs are met for internal, external and virtual meetings. In addition to responsibility for daily tasks, the Office Manager will be a member of the Admin and Operations team and will work on long term projects as assigned.

MHLAC is an affiliated state agency of the Massachusetts 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. Making sure our clients are heard and treated with empathy and professionalism is our mission.

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 LGBTQIA+ 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: \$60,819.42-\$71,877.51, commensurate with experience and qualifications

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

Office Location: 100 Hancock Street, Suite 1002, Quincy, MA 02171

Work location: Quincy, MA

Website: www.mhlac.org

Deadline: Submissions received after **March 31, 2025** may not be considered.

Qualifications

- Experience in responding to and processing requests for legal assistance in a legal services office is highly preferred. Social services hotline experience a plus.
- Strong ability to work independently on both regular tasks as well as assigned projects that require collaboration using developed time management and organizational systems.
- Excellent written and verbal communication skills with experience documenting and implementing internal administrative processes for staff and interns and managing external communications, e.g. mail merging, email newsletters and templates administration.
- Extensive experience with all Microsoft (Office365) applications and other widely utilized platforms, e.g. Adobe, Zoom. Experience with Salesforce and/or fast learner of client record management (CRM) system(s).
- 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 preferred.
- Experience supporting the delivery of legal services to indigent persons preferred.

- Ability to use language services effectively for communicating with potential clients preferred.
- Minimum High School diploma or GED. Some college or technical training preferred.
- Demonstrated commitment to valuing diversity, equity, and inclusion and contributing to an inclusive working and learning environment.

Duties

Responsible for administrative functions of the office day-to-day, in-person. This includes processing new requests for assistance from potential clients through our intake system and managing general office wide functions by:

- Answering our main line promptly and screening the requests for legal assistance from potential clients during live call hours.
- Data processing in client database and other platforms used by staff such as Salesforce, Zoom and Microsoft SharePoint.
- Maintaining phone communications as liaison for TPX telephone systems portal and WebEx application; including troubleshooting service tickets.
- Scheduling and maintaining meetings, events and office resource calendars, including assisting staff with workstation booking.
- Filing, handling and scanning work-related documents including the in-office mail scanning process to be performed daily.
- Coordinating office supplies purchasing (experience with Commbuys and other Commonwealth applications a plus).
- Assisting with orienting new staff and interns during onboarding process; helping maintain and process offboarding for all departing staff, consultants and interns.
- Functioning as liaison with building/property managers regarding key card access, facilities, maintenance, and emergency exit procedures and commonly utilized vendors.
- Coordinating the maintenance of physical office space and equipment and maintaining current furniture and asset inventory (non-IT).
- Light cleaning and organization of physical office areas, equipment, and supplies.

Additionally, the Office Manager is expected to work collaboratively with management, operations and administration and the advocacy staff on projects by:

- With the operations and administrative team, working to identify, develop and coordinate office processes as needed.
- Assisting with rolling out administrative projects.
- Attending scheduled admin meetings to debrief and plan office operations and administrative projects and tasks.

- Coordinating records management.
- In concert with MHLAC staff, engaging in and supporting the administrative needs of our legal work and general advocacy.
- Participating in office processes for determining advocacy priorities and case strategies.
- Other functions as assigned in light of office needs.

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 or mail to:

Mental Health Legal Advisors Committee
100 Hancock Street, Suite 1002
Quincy, MA 02171
hire@mhla.org

ATTN: Office Manager position

In the subject of the email, please include **Office Manager**.

The Mental Health Legal Advisors Committee is an Equal Opportunity Employer that 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.