

# JOB ANNOUNCEMENT CONSUMER DEBT CASE MANAGER (Santa Cruz)



Defending the Rights of the Elderly  
of Santa Cruz and San Benito Counties

**Part Time:** 20 hours a week

**Reports to:** Consumer Debt Staff Attorney & Executive Director

**FLSA:** Non-Exempt

**About Senior Legal Services,** ([www.seniorlegal.org](http://www.seniorlegal.org))

SLS has provided high-quality, free legal services to elderly residents of Santa Cruz and San Benito Counties since 1972. The highest priority of the organization is to defend the right of the elderly to quality health care, social integration, to secure their persons and property, and to be free of discrimination on the basis of age or disability.

## Position Summary

Senior Legal Services (SLS) is seeking a part-time Consumer Debt Case Manager to support the growth of our Consumer Debt and Bankruptcy Program; this is a grant funded position, from 2023-2025, and may be terminated if the grant were to become unfunded. Hours and schedule negotiable.

## Primary Responsibilities

### Consumer Debt Grant Case Management Duties

- Under direct supervision of a Supervising Attorney, the Case Manager will conduct SLS client intake screening and interview clients about their consumer debt issues; conduct investigations and legal research; provide information, advice, preparation of legal forms and correspondence; negotiate settlements with attorneys and administrative agencies; assist in representation of clients and provide attorney support as needed.
- The Case Manager will help market the Consumer Debt program by both electronic and in person marketing, including some travel throughout Santa Cruz and San Benito Counties.
- Conduct community outreach, education, and referrals.
- Participate in training programs, case reviews, staff meetings and other SLS activities.
- Develop and maintain strong, professional relationships with internal and external stakeholders, senior service providers and community organizations.
- Assist with Consumer Debt Grant monitoring and tracking of goals and deliverables; track and gather data related to all clients served and services provided.

## Competencies and Qualifications

### Must Have

- Relevant job or educational experience which demonstrates the ability to perform the job.
- Willingness to represent SLS and coordinate training and community outreach activities.
- Reliable transportation to offsite locations throughout Santa Cruz and San Benito County.
- Excellent attention to detail, organizational skills, and ability to manage multiple tasks and deadlines.
- Proficiency with Microsoft 365 Office Suite.
- Strong communication skills, both written and verbal, with the ability to interact with external and internal stakeholders professionally and tactfully.
- Commitment to maintaining the highest level of integrity and trust for Senior Legal Services.
- Valid California driver's license.

#### Preferred

- Bachelor's degree in a related field (e.g., Legal Studies, Marketing, Nonprofit Management, Business Administration) or equivalent experience.
- Bilingual/Biliterate (English/Spanish).
- Experience working with Case Management systems, such as Clio or similar CRM platforms, including proficiency in data entry, reporting, and customization.
- Experience working in legal-aid, legal services, or other public interest equivalent organization.
- Familiarity in working with clients in crisis, who may have mental health concerns and/or who are trauma survivors.

#### Physical Requirements:

- Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodation. While performing the duties of this job, the employee is regularly required to sit; use hands to grasp, handle, or feel; reach with hands and arms; talk and hear. The employee is required to sit, walk and stand for extended periods of time. The employee must frequently lift and/or move up to 15 pounds. The employee must be able to work for 8 hours in close quarters with other employees. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

#### **Compensation**

Salary will be commensurate with experience. This is a part-time position and does include a generous benefits. Our office does close for 15 Holiday days each year and a December two week office closure. Full-time is 36 hours per week.

#### **To Apply**

Review of applications will begin immediately and continue until the position is filled. Applicants are encouraged to apply as soon as possible. Submit via email only: 1) cover letter, 2) resume. A list of three professional references will subsequently be requested and checked. Include "Consumer Debt Case Manager" in the subject line. Please email application materials directly to [resume@seniorlegal.org](mailto:resume@seniorlegal.org)

#### **POSITION OPEN UNTIL FILLED**

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#### OUR COMMITMENT TO DIVERSITY AND INCLUSION

SLS is committed to diversity and cultivating a culture of equity and inclusion within where all staff can flourish and grow professionally and well beyond. We are an equal employment opportunity employer and do not discriminate on the basis of race, color, religious creed, sex, pregnancy, gender, national origin, ancestry, citizenship, age, medical condition, disability, marital status, sexual orientation, gender identity (including transgender status) or any other basis prohibited by law.