



Position Title: Access to Justice Managing Attorney
Classification: Full Time, Exempt
Salary Range: \$85,000-\$95,000

This is not a traditional legal practice role. The Managing Attorney will not carry a caseload, represent clients, draft documents or appear in court. Instead, this newly created position leads a first-of-its-kind civil legal access initiative, designing and directing a three-tiered system that helps thousands of self-represented parties (SRPs) navigate family law, eviction, and small claims matters.

Access to Justice (A2J) is a partnership that began in 2023 between United Way of Indian River County and the Indian River County Clerk of the Circuit Court, built on the premise that access to justice shouldn't depend on the ability to afford an attorney. A2J meets people where they are, in the courthouse, in community centers, in their neighborhoods, and online, through three integrated levels of support:

- **Level 1 - Self-Service Resources:** Bilingual legal kiosks at four community sites, plus 24/7 online access, so SRPs can find, complete, and submit court-approved forms independently.
- **Level 2 - Self Help Center Staff Assistance:** Bilingual professional staff on-site at the A2J Self Help Center, Monday through Friday, guiding SRPs through court procedures and forms.
- **Level 3 - Pro Bono Attorney Consultations:** Virtual consultations connecting SRPs with volunteer attorneys for guidance on more complex questions.

A2J provides legal information, not legal representation, and the Managing Attorney's role reflects that distinction. This is a **program leadership and systems-building role**: the attorney in this seat will set strategic direction for a rapidly growing initiative, build and manage a team, recruit and mentor a bench of pro bono attorneys, and serve as A2J's principal ambassador to the Florida Bar, the 19th Judicial Circuit, Indian River County Clerk of the Circuit Court, legal aid organizations, and a wide network of community partners. Success in this role is measured not in cases won, but in a justice system made more navigable for the SRPs.

This position reports to the CEO of United Way of Indian River County.

ESSENTIAL FUNCTIONS

Program Leadership & Operations

- Provide strategic vision and day-to-day operational leadership for A2J, ensuring all three service levels are effectively staffed, resourced, and functioning.
- Collaborate with the A2J Self Help Center team, two paralegal-level staff, by providing guidance, mentorship, and performance oversight.
- Maintain and improve program workflows for intake, triage, kiosk access, form review assistance, and pro bono attorney consultation scheduling.
- Ensure all A2J services remain clearly within the distinction between legal information (what A2J provides) and legal advice (provided only through the pro bono consultation program), in accordance with Florida Bar rules.

- Optimize Self Help Center Operations, the legal kiosk system, including training, technology maintenance coordination, and service delivery.
- Prepare and present regular program reports, outcome metrics, and impact data for United Way leadership, funders, and community partners.

Pro Bono Attorney Consultation Program

- Provide a weekly time block for customer consultations to minimize wait times.
- Manage the recruitment, vetting, scheduling, and support of pro bono attorneys who provide virtual consultations to A2J customers at Level 3.
- Serve as the legal mentor and primary point of contact for pro bono attorney volunteers, ensuring they have the orientation, resources, and support needed to assist self-represented parties effectively.
- Develop and implement volunteer recognition programs to acknowledge attorney contributions.
- Establish referral pathways for SRPs whose needs exceed A2J's scope, connecting them to appropriate legal aid organizations, bar referral services, or other community resources.

Community Partnerships & Bar Relations

- Cultivate and sustain relationships with the Florida Bar, the 19th Judicial Circuit, the IRC Clerk of the Circuit Court, legal aid organizations, law schools, and statewide Legal Services Corporations (LSC).
- Represent A2J on relevant committees, coalitions, and task forces focused on self-represented party services and civil access to justice.
- Partner with social service agencies, community organizations, libraries, healthcare providers, and faith communities to ensure awareness of A2J services and to address the broader social needs of SRPs.
- Attend and present at Indian River County Bar Association meetings, community events, and judicial circuit functions as appropriate.

Outreach, Communications & Accessibility

- In coordination with the UWIRC Marketing team, develop and distribute outreach materials, including press releases, newsletter articles, brochures, digital content, and social media, to increase community awareness of A2J services among both potential customers and attorney volunteers.
- Plan community education presentations to inform Indian River County residents of their court rights, available self-help resources, and how to navigate the civil court system without an attorney.
- Ensure A2J services are fully accessible to all community members, including rural residents, non-English speaking individuals (with emphasis on Spanish speakers), and persons with disabilities; oversee ADA-compliant kiosk access and Spanish-language materials.

Compliance, Grants & Administration

- Ensure all program activities comply with applicable grant requirements, funder guidelines, Florida Bar rules, Florida law applicable to the Office of the Clerk of the Court, and United Way of Indian River County policies.

- Maintain accurate statistical records, case data, and documentation; prepare monthly, quarterly, and annual reports as required.
- Assist in managing the program budget; identify and pursue grant funding and partnership opportunities to sustain and expand A2J services.
- Remain current on developments in self-represented party services, access to justice technology, and civil legal aid nationally and in Florida; adapt program strategy accordingly.
- Prepare new pleadings and keep local forms updated, as required by law
- Perform other duties as assigned by UWIRC CEO.

QUALIFICATIONS

Required

- Juris Doctorate (J.D.) from an ABA-accredited law school.
- Active member in good standing with the Florida Bar.
- Minimum of 3 years of civil legal practice in Florida, with substantive experience in family law, residential eviction, small claims, or related civil practice areas.
- Strong knowledge of Florida State court practices, procedures, and self-represented parties' resources.
- Demonstrated experience in program management, team leadership, or supervision.
- Deep commitment to expanding access to justice and serving low- and moderate-income populations.
- Excellent organizational, interpersonal, written, and verbal communication skills.
- Ability to build and maintain positive, collaborative relationships with judges, attorneys, court staff, nonprofit partners, and community members.
- Ability to work both independently and collaboratively and manage multiple priorities in a deadline-driven environment.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).

Preferred

- Experience managing or coordinating a self-help center, pro se assistance program, or pro bono legal services program.
- Familiarity with legal kiosk systems, case management software, or legal technology platforms.
- Bilingual in English and Spanish.
- Established relationships within the Indian River County legal community or 19th Judicial Circuit.
- Knowledge of LSC guidelines and other civil legal aid funding and compliance frameworks.

WORKING CONDITIONS

This position operates in a professional office environment at United Way with regular presence at the A2J Self Help Center at the Indian River County Courthouse and occasional travel to kiosk locations and community sites throughout Indian River County. Some statewide travel may be required for conferences and partner events.

Physical Requirements:

With or without reasonable accommodation, employees in this position must be able to sit and type at a computer terminal for up to 8 hours per day with appropriate breaks and perform tasks that require fine dexterity and repetitive motions using the arms, hands, wrists, and fingers. Some functions require standing and sitting for extended periods of time. Lifting may be necessary at times. Must be able to stoop, bend, and lift on a frequent basis. Further details of established essential functions for this position will be addressed/discussed during the interview process.

Personal Characteristics:

- Reliable and enthusiastic.
- Seeks creative and innovative solutions.
- Exhibits high personal standards of integrity, honesty, and character.
- Easily moves between being an independent self-starter and a collaborative team member.
- Presents a high degree of maturity, reliability, and self-confidence.
- Strong organizational and time management skills with exceptional attention to detail.
- Passion, humility, integrity, positive attitude, mission-driven, and self-directed.

This job description is subject to change at any time.

United Way of Indian River County is an Equal Opportunity Employer. All qualified applicants are encouraged to apply and will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, or any other legally protected characteristic or status.

Benefits:

After a 90-day probationary period, employees are eligible for:

90% employer-paid medical and dental insurance

Generous Paid Time Off (PTO)

After 1 year of employment, 403 (b) 3% base contribution and up to 3% match

To apply: Please send a cover letter and resume to meredith.egan@unitedwayirc.org