

Greater Wisconsin Agency on Aging Resources

Position Description

Position Title: Legal Program Assistant

Reports to: Legal Services Manager

Position Status: This is a part-time position. The candidate will work 25-28 hours per week, generally between the hours of 8:00-4:30 Monday through Friday.

Position Summary: This position provides administrative assistance to the attorneys and staff in the Elder Law & Advocacy Center at the GWAAR office in Madison. (Position will start remotely due to the pandemic.) The Legal Program Assistant will play a role in coordinating trainings and outreach events, preparing and editing newsletters and publications, updating websites, helping to onboard new benefit specialists, and general office work to ensure smooth workplace operation. On rare occasion, statewide overnight travel may be required for conferences and events.

Essential Job Functions:

1. Work with the GWAAR legal services team to ensure overall organization and coordination of the office.
2. Perform database entry for the elder benefit specialist (EBS) legal services program and Guardianship Support Center (GSC) programs in compliance with grant requirements.
3. Prepare for monthly EBS trainings, including creating agendas, updating information on websites, editing training materials, copying training binders, reserving conference rooms, making coffee, greeting EBSs, ordering lunch, making signs, etc.
4. Coordinate training of new EBS around the state with regard to webinars, trainings, and orientation materials.
5. Assist attorneys with copies and exhibit preparation for administrative hearings and appeals.
6. Design, create, update, proofread, and print consumer publications and monthly and quarterly newsletters for the EBS, GSC, and Senior Medicare Patrol (SMP) programs.
7. Greet visitors and answer general consumer questions via phone and email.
8. Make copies, file, scan documents, shred documents, and distribute mail to staff.
9. Organize and stock the office supply area.
10. Assist with coordination and planning of the SMP volunteer recognition events, quarterly free legal clinics, WI Aging Network Conference, Aging Advocacy Day, and other GWAAR-sponsored events.
11. Other general office duties as needed.

Required Qualifications:

1. An associate's or bachelor's degree is preferred; an equivalent combination of training and experience related to the duties of the position will be considered.
2. Strong verbal, written, and editing skills.
3. Ability to organize, prioritize, and adhere to deadlines.
4. Experience in using Internet applications, Outlook, Excel, PowerPoint, and Word.
5. Familiarity with basic office equipment such as copy machine, fax, scanner, postage machine, etc.
6. Understanding of and adherence with strict client confidentiality standards.
7. Self-starter who can work with limited supervision.
8. A valid WI driver license and access to reliable transportation.

Preferred Qualifications:

1. Interest in working with older adults and on systemic issues related to aging advocacy.
2. Basic familiarity with programs such as Medicare, Medicaid, SSA, consumer issues, housing, ACA, etc.
3. Previous experience in customer service, program coordination, or office assistance.
4. Fluency in multiple languages is a plus.
5. Proficiency with Microsoft Publisher and/or experience with print layout, webpage, and/or multimedia design.