

DNA-People's Legal Services, Inc.
Personnel Policies & Procedures Manual
Appendix C - Job Descriptions
Table of Contents

Executive Director	2
Administrative Director	5
Director of Litigation	6
Executive Secretary	7
Administrative Assistant	8
Director of Development	9
Development Assistant	11
Fiscal Manager	13
Assistant Fiscal Manager	14
Accounting Clerk	15
Manager of Information Technology	16
Information Systems Technician	18
Help Desk/Content Coordinator	20
Library Technician	21
Purchasing Manager	23
Community Legal Education Coordinator	24
Community Legal Education Administrative Assistant	26
Clerk	27
Managing Attorney/Advocate	28
Project Director	29
Project Coordinator	31
Project Administrator	32
Volunteer Lawyer Program Coordinator	33
Litigator (Staff Attorney/Tribal Court Advocate)	34
Advocate Trainee	35
Paralegal	36
A. Legal Secretary	37
B. Office Manager	38
C. Receptionist	40
D. Custodian	41
E. Human Resource Director	48
F. Facility Manager	50

A. Executive Director

1) Qualifications and Tenure

The Director shall have the qualifications required by, and shall serve at the pleasure of, the Board.

2) Responsibilities - The Director is responsible for:

- (a) The administration of DNA;
- (b) Planning and coordinating client services;
- (c) DNA's relationship with LSC, including timely submission of all required material;
- (d) Hiring, training, supervision and discharge of staff, including:
 - (1) Assisting the Board in developing personnel policies and informing the Board of need to update policies;
 - (2) Ensures compliance with personnel policies;
 - (3) Supervises the Legal and Administrative Directors, provided that an Executive Director who is not admitted to a bar will not manage or direct legal work for a jurisdiction in which he/she is not licensed. This does not preclude a Director licensed by a tribal bar association from client representation or advice in tribal court matters nor does it preclude fiscal approval in litigation matters;
 - (4) Ensures that staff with supervisory responsibilities are carrying out those responsibilities properly;
 - (5) Consults with the Executive Staff to plan and conduct staff training; and
 - (6) Ensures that staff meetings are held as needed.
- (e) Assisting the Board including:
 - (1) Provides assistance to the Board and its committees in the scheduling, notification, and conduct of meetings;
 - (2) Informs the Board on a timely basis of issues requiring Board action;
 - (3) Ensures that the Board and its committees receive information necessary to make informed recommendations and decisions; and
 - (4) Adopts policies not inconsistent with the policies established by the Board or its Executive Committee in this Manual. A copy of all

policies adopted by the Executive Director must be sent to all DNA personnel and the Board's Executive Committee at least 10 days before the policy's effective date. The Board's Executive Committee may, at any duly called meeting, modify or revoke any policy adopted by the Executive Director.

(f) Managing program finances, including:

- (1) Supervises Executive Staff with financial responsibilities;
- (2) Ensures that the Board receives quarterly financial reports;
- (3) Ensures that the program is audited by an independent auditor annually;
- (4) Informs the Board of financial problems as they arise and assists the Board on developing responses;
- (5) Makes final decisions on major purchases and expenditures of litigation and travel funds over \$250;
- (6) Signs all leases and contracts;
- (7) Prepares draft annual budgets and monitors approved budgets;
- (8) Coordinates Executive Staff to insure prompt and professional preparation of funding proposals; and
- (9) Ensures that program expenses comply with the approved budget, LSC and other grantors' guidelines, and Board directives.

(g) Directing and monitoring provision of program services, including:

- (1) Develops and maintains internal reporting systems and gives quarterly reports to the Board and staff;
- (2) Works with Board and staff to distribute information and develop policies, plans and priorities concerning program services;
- (3) Monitors services to assure that policies properly are implemented;
- (4) Conducts periodic visits to monitor field staff; and
- (5) Procures, maintains, and oversees DNA's physical facilities and their safety.

(h) Consults with and assists advocates and lawyers on

legal matters as appropriate or requested.

- (i) Represents DNA, including:
 - (1) Receives complaints and ensures appropriate response;
 - (2) Meets and communicates with tribal governments and the client community;
 - (3) Coordinates with the Director of Litigation to ensure appropriate representation of DNA on or before bar associations and other organizations; and
 - (4) Attends Project Directors' Meetings.
- (j) Performs all duties required by DNA's By-Laws or other organizational documents; and
- (k) Performs other duties assigned by the Board.

B. Administrative Director

1) Requirements

Must be a licensed attorney with substantial administrative experience. Must have extensive experience working with Legal Services Corporation and other public and private funders. Must possess grant-writing and grant-administration experience. Excellent writing and oral communication skills are essential. The Administrative Director reports directly to the Executive Director.

2) Responsibilities

- (a) Provides legal counsel to DNA regarding compliance with the requirements of LSC and other funders and all other aspects of DNA's operations. Drafts DNA policies as required. Must maintain the Compliance Manual and advise Managing Attorneys and Project Directors of changes in compliance requirements.
- (b) Helps develop and write fund-raising proposals and oversees the effective administration of grants received. Serves as liaison with collaborating state and national organizations. Works with the Director of Development and Project Directors to assure the integration of proposed projects into the overall mission and structure of DNA.
- (c) Reviews accuracy and appropriateness of Community Legal Education materials on law and law-related issues.
- (d) Supervises the Purchasing Manager, Community Education Coordinator, Fiscal Manager, Library Technician and Manager of Information Systems.
- (e) Acts as Executive Director in the absence of the Executive Director. Represents the Executive Director at meetings when designated by the Executive Director.
- (f) Other duties as assigned by the Executive Director.

C. Director of Litigation

1) Requirements

Must be an attorney in good standing with at least 5 years as a practicing attorney, with extensive litigation experience in state and federal courts and a working knowledge of Indian law and other areas of law relevant to the DNA client community. Acceptable references. Must have the experience and ability to train and supervise attorneys and tribal court advocates. The Director of Litigation reports directly to the Executive Director.

2) Responsibilities

- (a) Recruitment; makes hiring recommendations; training, evaluation, promotion and supervision of litigators.
- (b) Supervision and coordination of litigators in field offices, including docket control measures, case management and case review.
- (c) Approves use of litigation funds by litigators.
- (d) Consults with Managing Attorneys regarding performance and evaluations of litigators. Performs evaluations of Managing Attorneys.
- (e) Oversees library needs.
- (f) Determines needs for training for litigators, including review and approval of litigator training requests. Ensures that litigators meet their CLE requirements.
- (g) Helps develop and write fund raising proposals.
- (h) Monitors litigators and training expenses to ensure their compliance with DNA's budget and policies.
- (i) Works with Project Directors and Project Coordinators to assure that project legal work is integrated into the overall mission of DNA.
- (j) Acts as Executive Director in the absence of the Administrative Director and Executive Director.
- (k) Performs other duties assigned by the Executive Director.

D. **Executive Secretary**

1) **Requirements**

Minimum educational requirements are a high school diploma or General Education Degree (GED), with training in legal typing, dictation transcription, operation of word processing equipment and computer operation skills, shorthand, filing, and general office procedure. Able to communicate effectively in English. Acceptable references. Prefer bilingual in another relevant language. Preference will be given to those with additional secretarial training or experience. Must demonstrate ability to perform assigned responsibilities with minimum supervision.

2) **Responsibilities**

- (a) Responsible to the Executive Director and Administrative Director, and has primary responsibility for their typing, filing, and correspondence.
- (b) Handles all personnel correspondence from all offices, including preparation of Personnel Action Forms and other necessary forms.
- (c) Coordinates Central Office secretarial activities.
- (d) Administers secretarial exams.
- (e) Attends Board and Board Committee meetings and keeps minutes of those meetings.
- (f) Assists the Executive Director and Administrative Director in complying with LSC and other funding source requirements and other administrative matters.
- (g) Must be willing to work some weekends and overtime.
- (h) Performs other duties as assigned.

E. Administrative Assistant

1) **Requirements:** Minimum educational requirements are a high school diploma or GED, with training in legal typing, dictation transcription, operation of word processing equipment and computer operation skills, shorthand, filing, and general office procedure. Able to communicate effectively in English. Acceptable references. Prefer bilingual in another language. Preference will be given to those with additional secretarial training or experience. Must demonstrate ability to perform assigned responsibilities with minimum supervision.

2) **Responsibilities:**

- A. Responsible to the Legal Director
- B. Provides assistance to the executive staff and branch offices in recruitment, evaluation, and selection of candidates for positions;
- C. Handles all employee records in a timely manner;
- D. Recruits and interviews candidates for janitorial and other support staff positions for the Central Office, and recommends selection to the Executive Director;
- E. Appropriately coordinates job advertisement with appropriate advertising publishers;
- F. Assists in evaluation of non-professional staff;
- G. Coordinates training program with executive staff and Managing Attorneys, and maintains employee training plans and files;
- H. Assists supervisors in developing performance reviews and ensures that employees are evaluated annually;
- I. Assists in securing equipment, services, and supplies needed by the executive staff;
- J. Reviews and approves invoices, travel claims and other requests for reimbursement, to ensure their accuracy and proper authorization;
- K. Reviews all invoices and bills, determines whether billing is proper and appropriate before authorizing payment;
- L. Assists with LSC Grant renewal reporting and other statistical reports as required;
- M. Assists in the administration of DNA's benefits programs, and communicates benefits information to employees;
- N. Maintains and safely stores Petty Cash Account box for administrative staff;

- O. Reimburse executive staff for purchases of less than \$25.00 in a timely manner;
- P. Assures that receipts or invoices are obtained for all Petty Cash purchases and reports purchases to Accounting with a request to replenish account.
- Q. Perform other duties as assigned.

F. **Director of Development**

1) Requirements

At least 5 years non-profit resource development experience, including grassroots fund-raising, direct mail, and special events. Proven success in grant research and writing. In-depth understanding of DNA's client community. Ability to communicate and disseminate information about DNA's services, mission and accomplishments to both legal professionals and our client community. Ability to manage multiple projects and meet deadlines; excellent organizational skills. Strong computer experience including ability to use fund-raising software, and ability to conduct grant source, foundation and prospect research over the internet. Excellent written and oral communication skills, including public speaking. Strong management and supervisory skills. Reports directly to the Executive Director.

2) Responsibilities

- (a) Identifies program needs, then identifies and pursues new funding sources to help fulfill those needs.
- (b) Responsible for establishing and implementing a plan for educating the public and the legal community about DNA's services, mission and accomplishments.
- (c) In cooperation with the Community Education Coordinator, plans, produces, and distributes development publications and materials, including newsletters, annual reports, fund-raising solicitations and related materials.
- (d) Manages and expands DNA's fund-raising activities to include giving through direct-mail, electronic-mail, telephone and Internet campaigns. Organizes fund-raising events.
- (e) Plans, organizes, and coordinates corporate, foundation, and government fund-raising efforts, researching new income sources and managing the preparation of grant proposals. Notifies office and

project staff of grant opportunities, and works with appropriate project directors or other staff to develop and track proposals.

- (f) Manages donor-related correspondence for the Executive Director, Board of Directors, and client advisory committees, writing appeal letters and supervising donor acknowledgment, recognition and stewardship systems.
- (g) Works with Executive Director to develop short- and long-term fund-raising strategies.
- (h) Keeps Executive Director and DNA staff informed of Development activities.
- (i) Monitors Development expenses to ensure their compliance with DNA's budget policies.
- (j) Recruits, hires, trains, evaluates and supervises Development staff.
- (k) Performs other duties as assigned.

G. **Development Assistant**

DNA's Development Assistant will be responsible for:

1. Grant proposal preparation and development - Oversee all aspects of DNA's grant preparation program
2. Fundraising & Development - Assist the Director of Development and Executive Director, and provide support to DNA's Board of Directors; Assume additional program oversight responsibilities as appropriate.

Primary duties:

1. Securing financial support for DNA's grant funded program activities by preparing and submitting grant proposals to existing and new grant funders
 - o Work collaboratively with DNA staff to create and submit grant proposals
 - o Distribute information about grants and funders' requirements to DNA staff, to facilitate compliance with funders' requirements
 - o Manage all grant proposal development from project concept to proposal submission
 - o Maintain grant files and database of grant information, such as funders' contact information, grant award letters and/or contracts, correspondence, and proposals and budgets and award amounts
 - o Communicate relevant grant funding opportunities to appropriate DNA staff
 - o Collaboratively develop project ideas with interested staff; prepare summaries of project ideas that can be developed into grant proposals when appropriate
 - o Maintain calendar of grant RFPs and submission deadlines
 - o Identify new grant funding opportunities; distribute information to DNA staff
 - o Establish program goals in collaboration with Director of Development
 - o Prepare regular status and progress reports
2. Assist with development and fundraising activities, including but not limited to:
 - o Database maintenance - data entry, creating and running queries and reports
 - o Annual fund - planning; reporting; establishing benchmarks; preparing correspondence and materials; identification, cultivation, solicitation and stewardship activities;
 - o Communications - internal and external
 - o Marketing - develop, distribute and update materials, including newsletter

- o Volunteer recruitment, management and stewardship
3. Oversee additional development program components as appropriate, depending on professional interests and demonstrated skills and abilities

Essential skills & abilities:

- Extraordinary attention to details
- Ability to develop projects ideas thoroughly, so that written narratives accurately reflect well-planned projects and ideas
- Ability to write persuasively, with proper grammar and punctuation
- Ability to develop accurate and appropriate project budgets
- Ability work on several projects simultaneously and meet funders' deadlines
- Ability to work collaboratively with DNA staff, both in person and by phone or email
- Proficiency in Microsoft Outlook, Word and Excel, and with Internet research
- Skill in oral and written communication, plus interpersonal skills necessary to maintain good working relationships with funders, donors, prospects, and volunteers

Minimum qualifications:

Bachelor's degree in related field and one year of development or fundraising-related experience or one year of work in nonprofit sector; OR any equivalent combination of education and experience that has provided comparable knowledge, skill and abilities.

Preferred experience or knowledge:

- Grantwriting or other professional writing
- Experience with grant funding or a grant funded project
- Budget development or responsibility for overseeing budget
- Knowledge of program evaluation
- Knowledge of principles and techniques of development & fundraising
- Work at or knowledge of LSC-funded nonprofit legal service programs, or other professional legal work experience
- Nonprofit management or other work in the nonprofit sector
- Creating and managing grant funded programs, including budget preparation and oversight
- Fundraising
- Marketing
- Graphic design

- Event coordination, planning and implementation
- Coordinating volunteers
- Database - data entry, creating new queries and reports

Salary & Benefits: Based on experience, starting salary range is \$25,000 - \$30,000 per year, with a generous benefits package for full time employees.

H. **Fiscal Manager**

1) **Requirements**

Must have a B.A. in Accounting, Commerce, Business Administration, or the equivalent experience or training, including working knowledge of computer operation and federal accounting procedures. Two (2) to four (4) years of experience in accounting may satisfy the educational requirement.

2) **Responsibilities**

- (a) Reports directly to the Administrative Director
- (b) Performs accounting activities, including the verification, recording, audit, analysis and reporting of financial transactions.
- (c) Performs accounting activities relative to costs, billings, payment of vendor accounts and reconciliation of vendor invoices, budgets, and funding.
- (d) Prepares or supervises the preparation of periodic financial reports and forecasts for DNA and its programs, and distributes these to staff (including field offices) and the Board.
- (e) Assists outside auditors in their review of financial conditions and transactions.
- (f) Trains and supervises the Assistant Fiscal Managers with responsibilities concerning the Attorney Trust, General, Petty Cash, and Payroll Accounts.
- (g) Supervises training field office secretaries in the maintenance of the Attorney Trust and Petty Cash Accounts.
- (h) Consults with the Executive Director and other Executive Staff regarding budgetary matters.
- (i) Maintains DNA's financial data and grant reports on computer. Identifies and becomes proficient in the use of financial software and computer systems, using technology to efficiently perform the duties outlined above.
- (j) Performs other duties as assigned.

I. **Assistant Fiscal Manager**

1) **Requirements**

Minimum educational requirements are a high school diploma or GED, with training and experience in basic bookkeeping or accounting, including working knowledge of computer operations. Acceptable references. Preference will be given to those with accounting experience. Must be able to operate a typewriter, work processor, accounting software and adding machine efficiently.

2) **Responsibilities**

(a) Reports to the Fiscal Manager.

(b) Manages the Attorney Trust Account, including:

- 1) receives transmittals from field offices and deposits money transmitted;
- 2) prepares checks and transmittals as requested by field offices;
- 3) prepares monthly disbursements and receipts journals;
- 4) does bank reconciliation of the attorney trust accounts;
- 5) keeps field office Attorney Trust Accounts current; and
- 6) assists and trains field office Trust Account clerks as requested.

(c) Other responsibilities include:

- (1) prepares time sheets, payroll and accounts payable checks;
- (2) assists in timely preparation of monthly, quarterly, and annual accounting reports;
- (3) keeps attendance records on all employees; and
- (4) performs other duties as assigned.

J. Accounting Clerk

1) Requirements:

Minimum educational requirements are a high school diploma or GED. Preference will be given to applicants with accounting clerk experience and knowledge of filing systems. Must have typing and bookkeeping skills and basic computer skills.

2) Responsibilities:

- a. Reports to the immediate supervisor of her unit;
- b. Collect timesheets;
- c. Assist with processing payroll;
- d. Update attendance records;
- e. Process accounts payable;
- f. Balance travel expenses;
- g. Balance payroll quarterly reports;
- h. Balance employee statistics;
- i. Process tax payments;
- j. Distribute personal telephone expense to staff;
- k. Make bank deposits;
- l. General secretarial work;
- m. Prepare files for upcoming fiscal years;
- n. Filing and storing of files.

K. **Manager of Information Technology**

1) **Responsibilities**

Must have a B.S. in Computer Science or Information Technology, or equivalent knowledge or experience. Knowledge and experience in database management. Four (4) years experience in network systems management, user training and support. Preference will be given to those that have or are working towards a Microsoft Certified Systems Engineer certificate or other industry-recognized certification. Ability to work well with all levels of management and staff. Willing to travel on a regular basis to all DNA offices. Preference will be given to applicants will to commit to stay with DNA for 3 years.

2) **Requirements**

- (a) Reports to the Administrative Director.
- (b) Generally responsible for managing DNA's technology infrastructure, including computers and telecommunications. Administers DNA's local area and wide area computer networks, as well as case management databases. Supervises an Information Systems Technician.
- (c) Performs on-going assessment of technology needs in DNA offices. Evaluates software, hardware and network installations to determine the extent to which computer resources meet DNA's current and future needs. Responsible for developing and implementing DNA's information technology plan, soliciting staff input at all states of plan formation.
- (d) Ensures that DNA's staff receives appropriate training in computer hardware, operating systems, and applications. Develops a comprehensive training program, soliciting staff's input on their training needs.
- (e) Develops and implements standard operating procedures for the use and care of DNA's computer equipment and the information stored in the equipment. Responsible for ensuring that program's data is secure and that backup of all data is performed regularly.
- (f) Provides technical support for program, administrative and financial activities in central and field offices.

Develops and maintains a system whereby computer problems in the field offices are responded to and resolved promptly.

(g) Monitors technology as it relates to law firm management, identifying products and applications that will enhance productivity and facilitate program and office administration. Identifies, maintains and enhances applications to meet the needs of legal, administrative and development staff, including:

- 1) word processing;
- 2) scheduling;
- 3) e-mail and messaging;
- 4) internet access;
- 5) legal research;
- 6) document production;
- 7) case management;
- 8) timekeeping;
- 9) accounting;
- 10) fund-raising;
- 11) security; and
- 12) other applications that relate to law firm management.

(h) Works with the Director of Development to identify possible funding sources for: 1) DNA technology upgrades; and 2) other uses of technology that directly benefit DNA's clients. Assists in developing grant proposals.

(i) Performs other duties as assigned.

L. **Information Systems Technician**

1) **Requirements**

Minimum educational requirements are a Bachelor's degree in Computer Information Systems or a related computer field or four years computer service technician experience. Preference will be given to those with A+ Certification or other industry-recognized certification, and experience with network systems. Ability to work well with all levels of management and staff. Willing to travel on a regular basis to all DNA offices. Preference will be given to applicants willing to commit to stay with DNA for 3 years.

2) **Responsibilities**

- (a) Reports to the Manager of Information Systems.
- (b) Generally responsible for the maintenance, repair and upkeep of DNA's PCs and network systems.
- (c) Ensures that users and offices are following standard procedures developed by the Department of Information Services, including but not limited to the following: use of Department forms to report computer problems, backup of systems, anti-virus protection, and general care of computers.
- (d) Meets regularly with the Manager of Information Systems to discuss scheduling and maintenance of project deadlines.
- (e) Assists Manager in managing DNA's technology by identifying appropriate technologies for PC, network, and application upgrades.
- (f) Provides computer support and training for DNA staff on new and updated computer hardware, operating systems, and applications.
- (g) Establishes and maintains a database of all DNA PCs. The database will include the identification number and user, and a description of the hardware, software and repair history of each PC.
- (h) Maintains shop workbench in good working order. Establishes and maintains an inventory for computer repairs.

- (i) Coordinates with the Manager of Information Systems and Purchasing Manager regarding the purchasing, tagging, and delivery of new computer equipment. Establishes and maintains a system by which new equipment is recorded by ID number, user, office and machine to facilitate the maintenance of machines and/or the return of defective equipment.
- (j) Performs other duties as assigned.

M. Help Desk/Content Coordinator

Primary Responsibility - Help Desk

- A. Help Desk Software - Spiceworks
- B. Full inventory of CPU's to determine if upgrades are needed for workstations or servers.
- C. Full inventory of Printers to determine if replacements or service is needed.
- D. Software - Full inventory of software used in the enterprise to determine if upgrades are needed and for compliance.

Primary Responsibility - Content for Self-Help Projects.

- A. NELL
- B. NativeLegalNet
- C. Recording in English and Navajo

Secondary Responsibility - Systems

- A. Hardware - Printers, CPU's etc with Mike

Secondary Responsibility - Window Rock Phone system

- A. Reprogramming of Auto-Attendant - Update
- B. Rightfax - Support
- C. Unified Messaging - Support
- D. Instant Messaging - Support
- E. Long Distance reporting. Mike to Help Desk
- F. Window Rock phone system - Propaganda on hold. Mike to Help Desk
 - 1) Coordinate propaganda with Anita
- G. Flagstaff phone system - Propaganda on hold. Mike to Help Desk
 - 1) Same as Window Rock
 - 2) Duplicate all of the NELL call processors to the Flagstaff phone system.
- H. NELL advertising campaign (IT staff and community education)

N. **Library Technician**

1) **Requirements**

Minimum educational requirements are a college degree, with training or experience in library management and basic bookkeeping. Acceptable references.

2) **Responsibilities**

- (a) Reports to the Administrative Director.
- (b) Receives requests and places orders for library books and materials.
- (c) Maintains logs regarding requests for books, noting whether the requests have been filled, denied, or are on hold, and keeps the requesting party informed about the status of requests.
- (d) Checks and responds to e-mail on a daily basis.
- (e) Issues receiving reports for purchased materials.
- (f) Arranges timely payment by Accounting when receipts for purchase order are received.
- (g) Responsible for subscriptions to periodicals.
- (h) Supervises orderly use of the Window Rock library, shelves materials and updates in Window Rock, and responds to staff requests for copies of materials.
- (i) Monitors library purchases to ensure compliance with the budget and works with all Managing Attorneys/Advocates and Office Managers to keep libraries current.
- (j) Maintains an inventory of library materials in all offices.
- (k) Works with Westlaw, Lexis and/or other on-line legal research providers to ensure DNA's service is cost-effective, and serves the needs of DNA Litigators (particularly tribal law materials).
- (l) Performs on-line and manual legal research for DNA Litigators, ensuring that all citations are Shepherdized; writes coherent research memorandums

with research results.

- (m) Works with tribal law material providers to stay up-to-date with what materials are available, so that when requests for books and other materials are made, s/he knows where the materials are available (hard copy or on-line), and how much those cost, so that timely decisions can be made.
- (n) Enters timeslips into Kemp's/Prime in accordance with Section XXII of the Personnel Policies & Procedures Manual.
- (o) Attends regular DNA administration meetings.
- (p) Meets regularly with the Administrative Director to manage workload.
- (q) Performs other duties as assigned.

0. **Purchasing Manager**

1) **Requirements**

Minimum educational requirements are a high school diploma or GED, with training or experience in property management and basic bookkeeping. Acceptable references.

2) **Responsibilities**

- (a) Reports to the Administrative Director.
- (b) Receives requests and places orders for supplies and equipment.
- (c) Obtains bids for bulk purchases and purchases of capital items and forwards the bids to the Administrative Director.
- (d) Maintains logs regarding requests for supplies, noting whether the requests have been filled, denied, or are on hold, and keeps the requesting party informed about the status of requests.
- (e) Issues receiving reports for purchased materials.
- (f) Arranges payment by Accounting when receipts for purchase orders are received.
- (g) Maintains an inventory of supplies and equipment, and initiates orders for additional supplies.
- (h) Maintains a list of all equipment and performs an annual inventory of DNA equipment for every office.
- (i) Responsible for equipment rental.
- (j) Operates and replenishes the Window Rock postage scale and meter, prepares outgoing mail for mailing, and picks up and distributes incoming mail.
- (k) Monitors supply and equipment purchases to ensure compliance with the budget.
- (l) Monitors the physical plant of all DNA properties and arranges for any necessary repairs.
- (m) Performs other assigned duties.

P. Community Legal Education Coordinator

1) **Requirements**

Minimum educational requirement is an Associate of Arts degree. Must be able to communicate effectively in both written and spoken English, with a strong preference given to applicants who are bilingual in another relevant language. Must be knowledgeable in the area of relevant tribal customs and traditions. Minimum of 2 years experience in community work, journalism or a related field. Should have knowledge of the legal problems of the DNA client community. Experience in desktop publishing, video and audio production, and web development and design preferred.

2) Responsibilities

- (a) Recruitment.
- (b) Hiring, training, evaluation, promotion and supervision of Administrative Assistant-Community Education.
- (c) Plans, produces and distributes preventive law materials, with the assistance of DNA's legal staff and following review by the Administrative Director. Preventive law materials include DNA newsletter, brochures, posters, video and audiotapes, web sites, and newspaper articles.
- (d) Coordinates community legal education activities, addressing the need for program outreach. Conducts presentations, workshops, and trainings for chapters, schools, service providers and other community organizations. Promotes DNA services and conducts community outreach and education by radio, television, internet, newspaper and other media.
- (e) Responsible for media relations and program promotion, issuing press releases and other informational materials with Executive Director's approval.
- (f) Help Managing Attorneys and Project Directors to organize their office's community legal education activities, providing support, materials and other assistance.
- (g) Working with the Director of Development, produces and distributes DNA public relations and fund-raising

materials.

- (h) Serves as the liaison between DNA and the program's agency representatives and advisory committees. Provides training and conducts presentations for representatives and committee members. Assists program administrators to establish priorities for the allocation of resources by surveying client community to determine actual needs.
- (i) Helps the Director of Development develop and write fund-raising proposals.
- (j) Keeps the Executive Director and DNA staff informed of Community Legal Education activities.
- (k) Monitors Community Legal Education expenses to ensure their compliance with DNA's budget and policies.
- (l) Performs other duties as assigned.

Q. Community Legal Education Administrative Assistant

1) **Requirements**

Minimum Educational requirement is a high school diploma or GED. Must have good writing and communication skills. Must communicate effectively in English. Preference is given to applicants who are bilingual in another relevant language. Must have excellent computer skills. Preference is given to applicants who have desktop publishing and audio and video production. Acceptable references. Preference is also given to applicants with web development skills.

2) **Responsibilities**

- (a) Reports to the Community Legal Education Coordinator.
- (b) Develops content for DNA's touch screen computer kiosks.
- (c) Assists in the designing and publishing of posters and brochures for DNA and its projects.
- (d) Assists in community outreach to and education for DNA's client community in English and/or Navajo or Hopi.
- (e) Typing, editing and filing correspondence, reports and memoranda.
- (f) Other duties as assigned.

R. **Clerk**

1) **Requirements**

Minimum educational requirements are a high school diploma or GED. Preference will be given to applicants with office clerking experience and knowledge of filing systems. Must have typing skills and basic computer operation knowledge.

2) **Responsibilities**

- (a) Reports to the immediate supervisor of the unit the clerk is assigned to.
- (b) Responsible for filing of all documents and paperwork and file maintenance.
- (c) Covering the typing and word processing requests of the members of the unit the clerk is assigned to.
- (d) Answering telephones and taking messages as needed.
- (e) Other duties as assigned.

S. Managing Attorney/Advocate

2) **Requirements**

Must be the most experienced attorney/advocate in the office. This requirement may be waived for good cause, including unwillingness of an employee to serve.

2) **Responsibilities**

- (a) Reports to the Director of Litigation on legal matters and to the Administrative Director on administrative matters.
- (b) Has general supervisory and disciplinary authority over all field office staff and administration. Is responsible for annual evaluations for all staff members. Delegates duties to the Office Manager.
- (c) Responsible for implementation of docket control for attorneys and advocates, including regular review of docket sheets and case lists.
- (d) Serves as liaison between the office and staff, other offices, and DNA administration, including eliciting and communicating staff comments on program policies and operations.
- (e) Works as a staff attorney/advocate, but may be relieved of up to one-third of normal caseload to provide time for administration.
- (f) Attends managing attorney meetings and reports back to branch office employees on matters discussed at the meetings.
- (g) Ensures all office employees are familiar with DNA's policies and procedures, and the provisions of the LSC Act, LSC regulations, and any other funding source regulations.
- (h) Adopts office policies not inconsistent with this Manual or policies established by the Board, its committees or the Executive Director. A copy of all policies adopted by the Managing Attorney/Advocate must be given to all field office personnel and the Administrative Director at least 10 days before the policy's effective date. The Executive Director, the Board or the Board's Executive Committee may modify or

revoke any policy adopted by a Managing Attorney/Advocate.

- (i) Performs other duties as assigned.

T. **Project Director**

1) **Requirements**

Graduate of an accredited law school with a demonstrable commitment to the ideals of Legal Services and the rights of Native Americans. Applicants must have management and supervisory skills. Applicants should have some experience in grant writing and grant compliance. Acceptable references. Willing to commit to stay with DNA for three years. Attorneys within one year after commencing work must become admitted to the bar of a state they will be practicing law. Excellent written and oral communications skills, including public speaking.

2) **Responsibilities**

- (a) Reports directly to the Executive Director.
- (b) Heads a project that is financially self-sustaining.
- (c) Responsible for writing grant proposals that fund the project and resource development in coordination with the Director of Development. Creates the mission, goals and objectives for the project each year.
- (d) Plans, directs, and coordinates activities of the project to ensure that the goals and objectives are accomplished within prescribed time frames and funding parameters.
- (e) Reviews project proposals or plans to determine time frame, funding limitations, procedures for accomplishing project goals and objectives, staffing requirements, and allotment of available resources to various phases of the project.
- (f) Arranges for recruitment, hiring, and assignment of project personnel. Directly supervises all project personnel, has disciplinary authority over project personnel and completes personnel evaluations.
- (g) Directly responsible for creating, maintaining, reviewing, and sound fiscal management of project budget and funds.
- (h) Responsible for ensuring compliance with all funding source requirements and reporting requirements.
- (i) Ensures compliance with DNA's policies and procedures

by project personnel.

- (j) Prepares project reports for management, advisory boards, Board of Directors, client communities and others.
- (k) Coordinates project activities with activities of governmental agencies.
- (l) Responsible for identifying and meeting the training needs of project staff.
- (m) Attends management and litigation meetings.

Performs other duties as assigned.

U. **Project Coordinator**

1) **Requirements**

Must be a graduate of an accredited law school and/or have bachelor's degree with a demonstrable commitment to the ideals of Legal Services and the rights of the poor. Acceptable references. Willingness to commit to stay with DNA for 3 years is preferred. Attorneys within 1 year after commencing work must become admitted to the bar of a state in which they will be practicing law. Excellent written and oral communication skills, including public speaking.

3) **Responsibilities**

- (a) Reports to the Director of Litigation.
- (b) Provides high quality legal services to DNA clients in a specialized area of law; or provides client assistance in a specialized area; or provides legal education to the community and other groups.
- (c) Exercises independent judgment in handling cases within the bounds of ethical responsibilities.
- (d) Drafts goals or areas of specialization for the project and is responsible for making sure that the goals are met in a timely manner.
- (e) Responsible for reporting to the Executive Director and the Board on the progress of the project's goals.
- (f) If the project has some outside funding, the coordinator ensures that reporting requirements and funding requirements are met and keeps records for the funding source.
- (g) Takes care of intake for the project. Coordinates with field offices to establish a system whereby cases in the project's area are referred to the project or the project co-counsels with litigators.
- (h) Attends litigation meetings.
- (i) Takes part in training.
- (j) Complies with case review and docket control policies.
- (k) Keeps accurate records of time spent on each matter on which she or he is working.

- (l) Attends Chapter, Village, school board, community group and client advisory group meetings, and otherwise helps provide community legal education.
- (m) Performs other duties as assigned.

V. Project Administrator

1) **Requirements**

The Project Administrator is responsible for assisting the Project Director in the day-to-day operation of the Project. S/he is responsible for assisting the Project Director in the operation of the Project within the projected budget and tracking work performed to insure that it meets the requirements of various Project contracts and grants. Minimum educational requirements are a high school diploma. Preference will be given to applicants with either a college degree or some college-level course work. Applicants should be able to demonstrate ability to work well with others, but also the ability to take initiative and work independently.

2) **Responsibilities**

Reports directly to the Project Director.

Communicates proficiently in English, especially in writing.

Tracks and summarizes financial statements.

Drafts reports and grant applications.

Conducts public meetings, organizes public comments and suggestions, and synthesizes input into project goals and priorities.

Tracks cases and work performed to meet contracts and grant conditions.

Insures prompt billing of contracts and processing of contract and grant payment.

Uses the computer operating systems and the internet, learns the data-keeping systems quickly and effectively.

Other duties as assigned.

W. Volunteer Lawyer Program Coordinator

1) Requirements:

Minimum educational requirements are a high school diploma or General Education Degree (GED), with training in legal typing, dictation transcription, operation of word processing equipment and computer operation skills, shorthand, filing, and general office procedure. Applicants must be able to communicate effectively in English. Acceptable references required. Prefer bilingual in another relevant language. Preference will be given to those with additional training or experience. Applicants must demonstrate ability to perform assigned responsibilities with minimum supervisions.

2) Responsibilities:

- a. Responsible to the Volunteer Lawyer Program Supervising Attorney.
- b. Recruit private attorneys in the community to assist DNA clients on a pro bono basis.
- c. Maintain PBI entries in PRIME data base, updating attorney information, entering PBI attorney time.
- d. Attend general case acceptance meeting for potential volunteer lawyer program cases.
- e. Coordinate the Volunteer Lawyer Program Divorce Clinic. Prepare self-help packets as needed for the clinic. Review documents and generate child support worksheets as needed. Coordinate meeting time with volunteer lawyer to review client's documents.
- f. Do eligibilities and conflict checks on potential VLP cases.
- g. Find private attorneys who will mentor with DNA attorneys on certain type of cases.
- h. Assist the volunteer attorneys in drafting letters, drafting pleadings, assisting clients with filing of documents in court. Assist volunteer attorney in preparing materials needed for any communication education events.
- i. Generating PBI reports as needed by the Director of Development, Development Assistant and/or Director of Administration.
- j. Coordinate the annual Awards Luncheon.
- k. Coordinate non-attorney volunteers, i.e., clerical worker, volunteer social worker.
- l. Performs other duties as assigned.

X. Litigator (Staff Attorney/Tribal Court Advocate)

1) **Requirements**

Attorneys must be a graduate of an accredited law school with a demonstrable commitment to the ideals of Legal Services and the rights of the poor. Applicants willing to commit to stay with DNA for 3 years are preferred. Within 1 year after commencing work, attorneys must become admitted to the bar of a state in which they will be practicing. The Director of Litigation may extend that period by up to 8 months for good cause. Applicants who commit to stay with DNA for 3 years after being hired are given preference. Applicants from DNA's service area and applicants licensed to practice in a state served by DNA are given preference.

Tribal Court Advocates must be licensed to practice in the applicable Tribal Court, be able to communicate effectively in English and must have good writing skills. Advocates must be able to perform legal research and prepare tribal court pleadings, as well as have knowledge of tribal customs and traditions and of federal, state and tribal civil and criminal law. Preference is given to applicants with first, a college degree, and second, 1 year or more of college education. Preference is also given to applicants bilingual in another relevant language and applicants willing to commit to stay with DNA for at least 3 years after being hired. Applicants must have acceptable references.

2) **Responsibilities**

- (a) Provides high quality legal services to DNA clients.
- (b) Exercises independent judgment in handling cases within bounds of their ethical responsibilities. Reports to the Managing Attorney.
- (c) Gives recommendations regarding recruiting and hiring attorneys and advocates as requested.
- (d) Attends litigation meetings.
- (e) Takes part in training.
- (f) Complies with case review and docket control policies.
- (g) Takes part in office intake.
- (h) Keeps accurate records of time spent on each matter on which she or he is working.
- (i) Interprets for other staff as needed.

- (j) Attends Chapter, Village, school board, community group and client advisory group meetings, and otherwise helps provide community legal education.
- (k) Performs other duties as assigned.

Y. **Advocate Trainee**

1) **Requirements**

Minimum educational requirement is a high diploma or GED. Trainees must complete a Navajo Nation Bar Association-approved course of legal study. Preference is given to applicants bilingual in another relevant language. Prefer applicants with experience performing legal research and legal writing. Trainees must be able to communicate effectively in English, have good writing skills, have some knowledge of tribal customs and traditions and of federal, state and tribal civil and criminal law. Preference is given to applicants first with a college degree, and second with 1 year or more of college. Preference is given to applicants bilingual in another relevant language, and who are willing to commit to stay with DNA for 3 years after being hired. Trainees must have acceptable references.

2) **Responsibilities**

- (a) Reports to the Managing Attorney.
- (b) Works closely with litigators to gain knowledge of legal practice, and takes advantage of available training.
- (c) Learns to perform legal research and prepare tribal court pleadings.
- (d) Conducts client interviews, investigates and handles cases with supervision from a licensed litigator.
- (e) Interprets for other staff as needed.
- (f) Takes part in office intake.
- (g) Attends litigation meetings.
- (h) Complies with case review and docket control policies.
- (i) Attends Chapter, Village, school board, community group and client advisory group meetings on a regular basis and otherwise helps provide community legal education.

(j) Performs other duties as assigned.

Z. Paralegal

1) **Requirements**

Minimum educational requirements are at least one year of college. Preference is given to applicants who have a college degree or have completed a paralegal course of study from an accredited institution. Preference is given to applicants who have experience working in a law office. Must have good writing skills and be able to communicate effectively in English. Applicants must have acceptable references.

2) **Responsibilities**

- (a) Reports to the Managing Attorney.
- (b) Works closely with litigators to gain knowledge of legal practice.
- (c) Performs legal research and prepares tribal, state and federal court pleadings.
- (d) Conducts client interviews and investigates cases. Handles cases in administrative settings with supervision of a licensed attorney.
- (e) Takes part in office intake.
- (f) Complies with case review and docket control policies.
- (g) Keeps accurate records of time spent on each matter on which she or he is working.
- (h) Helps provide community education.
- (i) Performs other duties as assigned.

AA. **Legal Secretary**

1) **Requirements**

Minimum educational requirements are a high school diploma or GED and 1 year of general secretarial experience. Applicants must be proficient in typing and filing, able to operate dictating machines and computer systems. Preference will be given to those with legal secretarial experience. Must be able to communicate and interpret effectively in English, with preference given to those bilingual in another relevant language. Applicants must have acceptable references.

2) **Responsibilities**

- (a) Reports to the Office Manager.
- (b) Types, proofreads, and cite-checks pleadings, correspondence, memoranda and other documents. Makes first drafts of simple pleadings and standard letters on her/his own.
- (c) Makes travel arrangements for staff and can complete travel expense statements for staff.
- (d) Prepares and maintains client files.
- (e) Interprets for staff and clients as needed.
- (f) Substitutes for absent support staff.
- (g) Operates dictation equipment, copier, word processor, and computer.
- (h) Ensures intake information is properly entered in computerized intake program.
- (i) Gives each litigator a printed tickler report every Monday.
- (j) Prepares and mails outgoing mail and picks up and distributes incoming mail. Keeps mail log.
- (k) Performs receptionist duties as assigned.
- (l) Performs other duties as assigned.

BB. **Office Manager**

1) **Requirements**

Minimum educational requirements are a high school diploma or GED and 1 year of general secretarial experience. Applicants must be proficient in typing and filing, able to operate dictating machines and computer systems. Preference will be given to those with office management experience. Must be able to communicate and interpret effectively in English, with preference given to those bilingual in another relevant language. Acceptable references required.

2) **Responsibilities**

- (a) Reports to the Managing Attorney.
- (b) Performs all the duties of a Legal Secretary.
- (c) Prepares all personnel forms at field office.
- (d) Maintains attendance records and ensures that time sheets are posted and submitted to Central Office.
- (e) Places orders for supplies with the Purchasing Manager when needed.
- (f) Keeps current records of office property.
- (g) Requests funds from Accounting for and replenishes postage meter.
- (h) Compiles statistical information and submits on a timely basis to Central Office.
- (i) Collects notary and xerox fees and transmits them to Central Office.
- (j) Maintains and safely stores the Petty Cash Account cash box. Reimburses staff for purchases of less than \$25.00 of supplies when they are not readily available through the Purchasing Manager. Assures that receipts or invoices are obtained for all Petty Cash purchases and reports to Accounting with a request to replenish the account.
- (k) Maintains the Attorney Trust Account including both the client trust and litigation books. Issues and records all check. Prepares monthly disbursements and receipts journal and bi-weekly transmittals for

Central Office.

- (l) Works with Managing Attorney to assess library needs, requests purchases of needed library material, and shelves books and updates.
- (m) Exercises general supervisory authority over legal secretaries and receptionists.
- (n) Performs other duties as assigned.

CC. **Receptionist**

1) **Requirements**

Minimum educational requirement is a high school diploma or GED. Must be able to communicate and interpret effectively in English and another appropriate language. Applicants must be proficient in typing and willing to learn how to operate a computer system. Preference is given to those bilingual in another relevant language and to those with secretarial experience. Acceptable references required.

2) **Responsibilities**

- (a) Reports to the Office Manager.
- (b) Shows respect for all people visiting DNA, employs professional manner and tact in dealing with clients and visitors, and ensures that visitors are waited upon promptly.
- (c) Screens clients for eligibility and case conflicts.
- (d) Maintains adverse party and client indices.
- (e) Responds promptly to incoming calls and routes calls to appropriate persons.
- (f) Records and transmits telephone messages in a timely manner.
- (g) Places and logs long distance calls where direct staff dialing is not possible.
- (h) Trains new secretarial staff in switchboard and receptionist duties.
- (i) Maintains staff destination log.
- (j) Keeps reception area orderly and maintains bulletin boards and pamphlet displays.
- (k) Ensures that one person is designated to be responsible for switchboard duties in the receptionist's absence.
- (l) Performs legal secretary duties as assigned.
- (m) Performs other duties as assigned.

DD. **Custodian**

1) **Requirements**

Ability to learn the methods of cleaning and caring for buildings and equipment. Ability to understand and follow oral and written directions. Ability to work cooperatively with others. Ability to understand and follow confidentiality policies.

2) **Responsibilities**

- (a) Reports to the Office Manager.
- (b) Sweeps, dusts, strips, seals, mops, waxes and polishes floors.
- (c) Vacuums and shampoos rugs.
- (d) Washes windows and walls.
- (e) Empties and cleans waste receptacles. Takes trash to disposal areas.
- (f) Cleans light fixtures. Replaces light bulbs and flourescent tubes.
- (g) Dusts and polishes woodwork, desks, shelves, file cabinets, tables and other furniture.
- (h) Cleans restrooms and replenishes toilet tissue, paper towels and soap.
- (i) May move furniture or equipment.
- (j) Observes checks and reports unauthorized personnel in and around buildings.
- (k) Secures building or area after cleanup.
- (l) Performs other duties as assigned.

EE. Human Resource Director

(This job description is intentionally detailed, because "other job duties as assigned" for this position is not acceptable.)

1) Requirements

Required: Knowledge of employment law (such as appropriate interview questions to ask, Navajo Preference in Employment Act, US Dept of Labor regulations, state labor regulations). Bachelors' degree or higher in a relevant field. Past experience designing and implementing policies/procedures for programs, projects, or an organization as a whole. 2 years' experience successfully and independently managing a staff, having consistently demonstrated compassion, creativity in solving interpersonal issues, but also a willingness to be authoritative. Cross-cultural competence. Excellent oral and written communication skills. Positive references (self-provided or independently gathered), including past supervisees. Demonstrated commitment to public service.

Preferred: Legal education and/or practice preferred. Willingness to learn and apply cultural dispute resolution techniques, such as Navajo k'e and Peacemaking, and Hopi Kyav'tsi. Experience working within a non-profit organization. Work from Window Rock DNA office.

2) Responsibilities

- (a) Ensure DNA complies with relevant labor laws.
- (b) Develop and maintain a Human Resources system that meets DNA's needs, reviewing and incorporating evidence-based best practices where appropriate.
- (c) Participate in and provide input to administration meetings, and DNA's strategic plan.
- (d) Performance evaluations—track them, following up on what's due. Reviewing all performance evaluations done by supervisors, and participating in performance evaluation processes where necessary. Reviewing and incorporating evidence-based best practices regarding performance evaluations. Make recommendations regarding staffing DNA-wide, and within each office.
- (e) Office check-ups/visits, to gather information about how employees and offices are doing.
- (f) Prepare all Employee Change Notices, and ensure that all required employment documents are completed (W-2,

state withholding, I-9, e-verify, insurance forms, personnel policy certifications etc).

- (g) Encourage/track trainings/CLE's; ensure that staff are getting training recommended in their performance evaluations. Coordinate peer-to-peer training after staff attended trainings ("See one, do one)."
- (h) Maintain personnel files electronically (software, scanning) and maintain personnel file destruction.
- (i) Provide confidential interpersonal support to DNA staff.
- (j) Be a resource for supervisors dealing with personnel issues (coaching, motivating, disciplining), and assist to investigate and resolve complaints about employees from co-workers and supervisors. (Client complaints about employees are received and supervised by Human Resource Manager, but handled by Managing Attorney, Litigation Director, and Executive Director).
- (k) Together with other staff, provide accommodations to employees with disabilities.
- (l) Staff recruitment (attorneys, interns, and all other staff): Receive resumes, post available jobs effectively at no/low cost, respond to all applicants, track all applicants, conduct initial interviews, attend recruitment events (or arrange for others to attend), arrange 2nd interviews at DNA offices, and after consulting with affected offices, make recommendations regarding hiring.
- (m) Conduct background checks via free court access websites, Westlaw public records, and other no/low-cost methods; check references.
- (n) Assist ED with salary calculations for all new hires.
- (o) Maintain/update DNA's Personnel Policies & Procedures manual with a team. Work with others on Managing Attorney manual and Office Manager manual.
- (p) Develop DNA's management capacity by building internal resources and sending new managers to training; remind managers about good management practices.

- (q) Together with litigators and others, conduct and expand DNA's New Staff Orientation (DNA has a vision of an expanded year-long orientation for litigators).
- (r) Together with Executive Director, conduct exit interviews to determine reasons for separation.
- (s) Coordinate Tribal Court Advocate Trainee program—set study schedules, dates for trainings (generally done remotely), recruit instructors from DNA's litigation staff, ensure that practice exam questions are disseminated.
- (t) Attend board meetings and assist board with personnel matters.
- (u) Work with Executive Director to recognize birthdays & anniversaries.
- (v) Manage DNA's insurance—health, vision, life, dental, liability insurance: ensure we have the best coverage for reasonable cost, obtain and evaluate benefit contract bids (when applicable), educate staff regarding insurance, and help staff navigate insurance problems.
- (w) Supervise Loan Deferral/Forgiveness applications and repayment. Together with Accounts Receivable, recoup LD/F and bar leave where appropriate.
- (x) Manage unemployment claims, worker's compensation claims, and liability insurance claims.
- (y) Complete LSC staffing reports.
- (z) Participate in committees and special projects.
- (aa) May be a resource for litigators handling employment law cases.
- (bb) Salary DOE. Qualified Native American individuals are strongly encouraged to apply. Please submit a cover letter and resume to bbenavidez@dnalegalservices.org. DNA is an Equal Opportunity Employer, and follows the Navajo Preference in Employment Act.

