

**Maine Equal Justice
Moxie Case Coach
Job Description**

Job Summary: The Moxie Case Coach is a part-time position that provides direct client assistance, guidance, and coaching for people with low income who are having difficulty meeting their basic needs.

Case Coach Tasks:

- Under direction from the Paralegal/Training Coordinator, receives and evaluates client inquiries and complaints to determine best method of response.
- Works with Litigation Director, Paralegal/Training Coordinator and other MEJP staff, as necessary, to develop appropriate response to client request.
- Assists with tracking client contacts and inquiries to analyze trends and develop appropriate educational information.
- Becomes familiar with the rules and policies related to public assistance programs.
- Identifies individuals and connects them with the Organizing Team for ongoing engagement.
- Acts as resource person to encourage and facilitate effective advocacy in navigating public benefit programs and in the legislative process.
- Assists in writing and editing communications to provide information and support for people with low income and to educate the public on issues related to poverty and solutions to poverty.

Knowledge, Skills, and Abilities:

- Firsthand knowledge and experience of issues that affect people living in poverty.
- Commitment to economic and racial justice issues.
- Basic knowledge of the anti-poverty programs including TANF/ASPIRE/PaS, SNAP, Medicaid, and General Assistance.
- Recognizes and appreciates the need for confidentiality in working with clients and handling their information
- Ability to establish and maintain effective working relationships internally with staff and externally with clients, allied organizations, and partners.
- Attention to detail and ability to manage competing priorities to meet deadlines.
- Sound judgment and creative problem-solving skills.
- Writing skills.
- Interested and able to learn about the legislative process and opportunities for public input.
- Ability to assess individual cases for systemic issues that might be addressed through litigation, legislation, or administrative advocacy.
- Ability to evaluate client issues and concerns (sometimes beyond what they indicate that they are calling about) and make appropriate referrals.
- Ability to listen to clients, gather necessary information and write their stories in the form of testimony, an intake, or other appropriate forms.
- Computer skills including email, word processing, and data entry, along with comfort and willingness to learn new technology and applications.

Minimum qualifications:

High school or GED equivalent. Strong commitment to social and economic justice.

Licensing/Registration/Certification Requirements: none

Special Requirements: Lived experience with poverty