

**MassLegalHelp Website Project Manager
(Digital Project Manager– Legal Aid Website)**

Deadline to Apply: This is a fast-track hire. Application materials will be reviewed and interviews will be scheduled on a rolling basis; interested and qualified candidates are strongly encouraged to submit application materials promptly.

The Opportunity: MLRI is seeking an energetic self-starter to join our team and to **manage the MassLegalHelp (MLH) website**. MLH is a statewide legal information website that provides free, accessible, easy-to-understand, practical legal information and self-help materials to low-income, low-literate Massachusetts residents with civil legal needs. MLH is visited by millions of people each year and is an essential resource for those with civil legal needs as well as for community providers and nonprofits. This is a unique professional opportunity for someone who is interested in advancing the role of technology to further access to justice for low and moderate income people in Massachusetts. This is a full-time position that reports to the Director of the Massachusetts Legal Aid Websites Project.

We are starting a significant rebuild of MLH 2023, so this is a particularly exciting time to join our team.

About MLRI: Founded in 1968, MLRI is a nationally-recognized nonprofit poverty law and policy center. Our mission is to provide statewide advocacy and leadership that advances economic, racial, and social justice for low-income people and communities. We pursue systems change through litigation, legislative and administrative advocacy, coalition building, community lawyering, and other strategies to address laws, policies and practices that harm low-income people. MLRI's advocacy incorporates a racial equity lens and a community-driven framework that centers the voices and experiences of people with lived experience of poverty, economic, and racial injustice. MLRI is also the statewide multi-issue poverty law support center in the Massachusetts civil legal aid delivery system; our advocates provide substantive expertise and technical assistance to frontline legal aid field programs and many other providers who serve low-income people and communities in Massachusetts. Visit www.mlri.org.

About the Massachusetts Legal Aid Websites Project and MLRI: The Massachusetts Legal Aid Websites Project, launched in 2005, was one of the first online legal information sites in the nation. It currently consists of four statewide websites -- MassLegalHelp.org, MassLegalServices.org, MassLRF.org and MassLAO.org – that provide legal information and resources to low-income people, as well as to a wide network of legal aid and other providers who serve low income people. The Websites Project is housed at and managed by MLRI.

Core Responsibilities:

- In conjunction with the Director of the Websites Project, lead strategic direction of MLH, to ensure that it serves as the trusted, go-to legal information website for low-income, low-literate Massachusetts residents with civil legal needs.
- Manage all aspects of www.MassLegalHelp.org.
- Develop and execute the content strategy, including new and innovative approaches to delivering legal rights resources in multiple languages.
- Work closely with MLH content editors and content contributors to ensure that content is relevant, timely, in plain language and meets the needs of MLH users.
- Lead strategic communications and outreach activities to grow awareness and adoption of MLH resources and services among key stakeholders in the access to justice community as well as the general public.
- Participate in statewide legal aid and technology networks, and build relationships with broader justice community stakeholders, including non-legal institutions such as public libraries, educators and social workers to advance outreach and collaboration strategies.
- Monitor the technical performance of MLH. Serve as the primary point of contact for the MLH technical consultants to guide development priorities, troubleshoot technical issues and remedy bugs.
- Oversee website evaluation efforts, including obtaining user feedback, conducting user testing and monitoring and interpreting website data and analytics.
- Recruit and supervise volunteers.
- Spearhead the development of new initiatives that leverage MLH and related technology innovations to increase access to justice in Massachusetts
- In conjunction with the Director of the Websites Project, support the rebuild of MLH, including working with consultants and the MLH redesign Advisory Committee, participating in user testing, helping to prepare content for migration, and other activities as needed.
- In conjunction with the Director of the Websites Project and MLRI Administrative Staff, prepare reports for MLH funders, MLH Advisory Committee and others as needed, support fundraising efforts for MLH, and assist in developing the MLH budget.
- Additional responsibilities as assigned from time to time.

Qualifications:

- 4 plus years relevant work experience. Poverty law and/or nonprofit legal tech experience is highly desirable.
- JD preferred but not required.
- Demonstrated experience managing websites and digital products, and optimizing their impact, is strongly preferred. Prior experience with Drupal is a plus.
- Demonstrated experience writing in “plain language,” particularly legal information, and editing complex content for low literate audiences is preferred.
- Experience using data, analytics and user testing to enhance the impact of a digital product and to inform next steps is preferred.

- Desire to keep up with technological developments and interest in making use of emerging technology effectively to support pro se litigants.
- Excellent analytic, oral and written communication skills.
- Ability to motivate and coordinate loosely-affiliated teams across institutional boundaries.
- Demonstrated self-reliance and ability to work independently and as part of a team.
- Experience using video and other non-text formats to communicate complex content to low literate audiences, and experience with automated interview systems, such as DocAssemble or LHI, is a plus.
- Experience with social media on a professional basis, and community outreach, is a plus.
- Proficiency in reading and writing in Spanish is a plus.
- Commitment to MLRI's mission to serve low-income and vulnerable populations.
- Must be authorized to work in the United States for any employer.

Salary and Benefits:

- MLRI's Staff Attorney salary scale is based on years of relevant post-JD attorney experience. For example, current annual salary at 5 years of experience is \$70,000; 10 years is \$77,750; 15 years is \$84,500. Current non-attorney salary at 5 years of experience is \$61,854; 10 years is 65,014; 15 years is \$71,099. (Please note: MLRI will be updating its salary scales effective January 1, 2023.)
- MLRI provides a very generous benefits package including health, dental, vision, life and disability insurance, 403(b) plan (as of 10/1/21 which includes a 2% employer contribution after a vesting period of 6 months), as well as vacation, holiday, and family leave.

Location:

MLRI is located in Boston, Massachusetts. We anticipate a hybrid work environment as of January 2023. A fully remote option may be available. Depending on the candidate's location, occasional work outside of core business hours may be required to participate in meetings or events which are based on East Coast time.

How to Apply:

Please email a cover letter outlining experience and qualifications and a resume to humanresources@mlri.org, with "Website Project MLH" in the subject line. No phone calls please.

Commitment to Diversity and Inclusion

MLRI is an equal opportunity employer that values a diverse workforce and an inclusive culture. We believe that having a staff, board, and volunteers with diverse personal and professional backgrounds and lived experience enhances our ability to meet our mission and creates an environment where all members of our community can thrive. We strongly encourage applications from women, people of color, immigrants, persons with disabilities,

members of the LGBTQ community, people with lived experience of poverty, and people from underrepresented and historically marginalized groups.

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November 14, 2022