



Illinois Legal Aid Online

Job Description: Legal Content Manager

Reports to: Content Director

The Legal Content Manager is responsible for ensuring that the legal information in ILAO's content management system is legally accurate and up-to-date. They follow legal trends and issues facing lower-income families and communities in Illinois, especially those who are Spanish-speaking. They help devise new ways of increasing access to justice using innovation, and manage all Spanish-language legal content ILAO produces.

Illinois Legal Aid Online (ILAO) is committed to attracting and retaining a diverse staff. Working with great people with a wide variety of lived experience brings us closer to meeting our vision of a society where all people can get justice. Because our services and products - like the law - are for everyone, we believe in including everyone. We strongly and enthusiastically encourage people of color, individuals who identify within and beyond the LGBTQIA+ spectrum, women, and people with disabilities to apply.

ILAO is fully remote, with periodic, in-person meetings. We welcome applications from across the U.S.

PRIMARY RESPONSIBILITIES

Produce & publish content

50%

- Monitor law changes and other legal developments to ensure ILAO content is up-to-date.
- Recruit, work, and collaborate with subject matter experts in the Legal Content Volunteer Program, ILAO's statewide network of legal-aid-advocate and private attorney contributors/editors.
- Ensure that content production milestones for new products are met on time.

- Monitor what resources exist outside of ILAO's library and determine how to best incorporate them into ILAO's products.
- Collaborate with others on the Content Team to come up with new ways of packaging and delivering legal information.
- Understand the needs of legal aid and pro bono attorneys and ensure ILAO is supporting them with meaningful tools and resources.
- Create a variety of types of content in addition to text, like flowcharts, infographics, videos, and eLearning modules.
- Network and build relationships with others in the legal profession, especially in legal aid and access to justice, to collaborate on solutions to major issues.
- Serve on the Illinois Supreme Court Access to Justice Commission's Forms Subcommittees to advise on form design and plain language.

Manage translation of legal content into Spanish

35%

- Acts as the point person for volunteer translators and vendors to provide content to address the needs of Spanish speakers in Illinois.
- Ensures that content that is created or updated in English is translated into Spanish quickly and accurately.
- Monitors translated content and works with ILAO's Content Director to identify trends and opportunities for improvement.
- Recruits, acknowledges, and shows appreciation for Spanish-speaking translation volunteers.
- Prepares promotional materials, training, and outreach materials in Spanish and collaborates with ILAO's Strategic Partnerships team to ensure legal information is widely shared with Spanish-language partners and users.

Content evaluation and feedback management

15%

- Establish metrics and standard reports for content performance and evaluation.
- Collect, aggregate, analyze and share data with ILAO staff and partners as needed.
- Enforce content quality standards and oversee the content governance process.
- Develop, execute, and continuously improve content quality assurance and prioritization process.
- Work with Product Support Manager to collect and respond to content-related user feedback.

Education/Experience

- Law degree (J.D.) or similar legal experience required
- Proficiency or fluency in oral and written Spanish required, Mexican Spanish preferred
- Experience distilling complicated concepts into understandable, actionable resources

Preference given to candidates with

- Experience collaborating with and supporting volunteers and community members
- Experience working with translation systems and workflows
- Experience working in web-based content management systems
- Strong connections to Illinois and/or understanding of Illinois law
- Experience with Jira, Slack, GSuite, and/or Salesforce

To Apply:

Send a resume, letter of interest (describing your fit for the position and salary requirements), and links to writing samples or other resources you've developed, to hiring@illinoislegalaid.org. No recruiters and no snail mail, please. Must be authorized to work in the United States for any employer.

Deadline to Apply: [chanita]

Salary: \$54,000 - \$60,000

Benefits: ILAO offers a comprehensive benefits package, including health and dental insurance, life insurance, long-term and short-term disability insurance, health and dependent care flex spending account; 15 paid days off and 15 holidays in the first calendar year of employment; and, 403(b) retirement plan, to which ILAO contributes a required 1% of salary monthly. ILAO has a flexible workplace policy that supports remote work, wellness and work-life balance.

About ILAO

At ILAO, we believe in justice. We believe the law is for everyone. We know, however, that not everyone is equal in the eyes of the legal system. Race and culture, language, education, location, time, disability, and income are enormous barriers to using the law to get justice.

For more than 20 years, Illinois Legal Aid Online (ILAO) has simplified the law so that people can seek justice and resolve their problems, especially those from historically oppressed communities and groups. Through innovation, we make the law understandable and accessible.

We believe that, with the right knowledge and guidance, people can be their own best advocates. We mobilize people with plain-language, 24/7 tools - in three languages - so families can understand and assert their legal rights. ILAO helps people, who are unable to find or afford attorneys, overcome the barriers that keep them from getting justice.

Illinois Legal Aid Online (ILAO) is open to all. Working with and helping people with a wide variety of lived experience brings us closer to meeting our ideal of a society where all people can get justice. Because our services and products—like the law—are for everyone, we believe in including everyone. We know that justice is scarcest for those who need it most. People with intersectionalities of historically oppressed identities face the greatest barriers to justice. ILAO seeks to break these barriers. ILAO believes that, equipped with the right tools, opportunities, and connections, people can shift the power differentials and use the law to get justice.

Inclusion, equity, and diversity are key in our work to champion opportunities, equality, and justice for those who need it most. As a community and individuals, we honor and respect differences; practice equity; and support the professional development and wellness of our colleagues.

ILAO's free programs provide essential legal services and support 24/7/365 to the people of Illinois, focused on individuals and families from historically oppressed populations and communities, who face the greatest barriers to justice.