



Position: Director, Senior Legal Helpline

Location: Cincinnati, OH

Organization: Pro Seniors, Inc.

Employment Type: Full-Time, Exempt

About Pro Seniors

Pro Seniors is a nonprofit organization dedicated to helping older Ohioans navigate legal challenges, understand their rights, and access the services they need to live with independence and dignity. Through our statewide telephone Legal Helpline, in-house legal representation, and outreach, we serve more than 8,000 older adults each year.

Position Overview

Pro Seniors is seeking a dynamic and compassionate Director for our Statewide Legal Helpline. This attorney will lead a team of intake specialists and helpline attorneys who provide legal information and advice to thousands of older Ohioans annually. This role is critical to ensuring quality service delivery, expanding access to justice for seniors across Ohio, and strengthening partnerships.

Key Responsibilities

- Supervise helpline attorneys and intake staff, ensuring effective, client-centered service delivery.
- Collaborate with the Managing Attorney to assess and refer appropriate cases to the in-house legal team.
- Maintain and expand relationships with community partners and organizations serving older adults to raise awareness of helpline services.
- Oversee and grow our private attorney referral panel, fostering engagement from members of the private bar to help bridge the justice gap for underserved seniors.
- Monitor program performance and outcomes; support reporting and compliance for grant-funded programs.
- Contribute to training, quality assurance, and professional development of the intake and helpline team.

Qualifications

- JD and active license to practice law in Ohio.
- Commitment to providing high-quality legal services with excellent research, writing and advocacy skills.
- Proficiency in case management software and Microsoft Office.
- Excellent interpersonal and teamwork skills, with the ability to collaborate effectively with colleagues and external partners.

- Strong organizational and problem-solving abilities; capable of meeting deadlines and managing competing priorities under pressure.
- Compassionate, culturally competent, and able to relate to individuals in vulnerable situations.
- Experience with elder law, public benefits, housing, consumer rights, or related areas is a plus.
- Management experience preferred.
- Fluency in Spanish is a plus.

Why Join Us?

At Pro Seniors, you will be part of a dedicated team using the power of the law to promote equity and justice for older Ohioans. We offer a collegial work environment, meaningful work, and opportunities for professional growth.

Compensation & Benefits: Starting annual salary of \$90,000 and a comprehensive benefits package that includes loan repayment assistance, health, dental, vision, life and disability insurance, a retirement savings plan, ongoing training and development, fourteen paid holidays, and generous paid time off.

To Apply: Submit your resume, cover letter, and three professional references to info@proseniors.org.

Pro Seniors is an Equal Opportunity Employer and values diversity in the workplace.