

Justice for Montanans AmeriCorps Member Office of the Child and Family Ombudsman



Justice for Montanans members help empower low to moderate income Montanans to advocate for their legal right and increase access to justice.

Term of Service: September 2020 – August 2021

Service Schedule: Member will serve a minimum of 1,700 hours over a 48-week term and receive a living stipend every two weeks. Member may take approximately 2 weeks of combined vacation and sick time as well as 10 holidays during the term which will not count towards the 1,700 hour requirement. Member will typically serve 40 hours per week. There is 1 position available and members will serve in Helena, Montana.

Position Summary:

Make a difference for Montana's families and children by serving as an AmeriCorps member of Justice for Montanans with the Office of Child and Family Ombudsman (OCFO). OCFO responds to the requests of citizens who have concerns about children involved in the child protection system or in need of protection. OCFO helps educate and protect the rights of Montana families and children with both case specific and systems change interventions. Members will have the opportunity to assist with various OCFO projects with the support of friendly and encouraging staff members. All members will uphold the goals of the Justice for Montanans Program by increasing access to justice for low to moderate income Montanans.

Specific Position Responsibilities:

- Provide information to citizens on accessing services from OCFO
- Provide legal resource information to citizens by telephone, mail, and outreach
- Assist citizens with the resolution of child protection-related issues
- Conduct a feedback survey with citizens and report findings to the Ombudsmen
- Learn ombudsman investigative techniques and use techniques to gather data and impartially review concerns
- Collect and track data on system trends and assist in investigating and reporting trends
- Help coordinate remedies with the ombudsmen, child protection staff, attorneys, and other agencies involved
- Assist with planning and implementation of statewide trainings and outreach
- Refer people to appropriate service agencies and partner organizations
- Assist in implementing and streamlining data collection and case management procedures
- Attend OCFO Child Fatality Review Panel meetings and Child Abuse and Neglect Review Commission meetings as appropriate
- Develop knowledge of Montana's legal system and legal information to share with client populations and other agencies as appropriate specific to child protection
- Develop and assist with program-wide outreach efforts as needed
- Build relationships, attend meetings, and provide trainings with partner organizations and other service agencies
- Maintain database with all contact, request, and critical incident information



- Attend trainings to broaden your knowledge of the principles of ombudsman office, the legal system as it relates to child protection, techniques for working with clients in crisis, and to learn more about important resource providers
- Perform other AmeriCorps-related duties such as reporting, timekeeping, and service projects

Minimum Requirements:

- College degree or equivalent work experience preferred
- A United States citizen, United States National, or legal permanent resident alien
- Ability to take initiative, handle multiple projects, track details essential to project completion, analyze information, and meet deadlines
- Strong ability to communicate effectively orally and in writing with diverse groups of people
- Demonstrate good interpersonal skills, public relations and ability to network with professionals
- Demonstrated ability to work independently and as part of a team
- Ability to appropriately handle confidential information and willingness to sign a confidentiality policy
- Basic computer proficiency including Word & some knowledge of Excel and Power Point
- Passion for increasing access to justice and assisting low-income individuals
- A driver's license and personal means of transportation within the state of Montana are highly recommended
- Must pass a national service criminal history check due to contact with vulnerable populations
- Qualified individuals with disabilities and those from diverse backgrounds are strongly encouraged to apply. We provide reasonable accommodations for qualified individuals.

Benefits:

- Living allowance of \$14,279 over 48-week term of service
- An AmeriCorps Education Award of \$6,345 upon successful completion of service. This award can be used to pay education costs at qualified institutions of higher education, for educational training and resources, or to repay qualified student loans. Members aged 55 and over may transfer the education award to a child, grandchild or foster child.
- Eligible for deferment or forbearance on qualified student loans
- Guaranteed health benefits and child care assistance if qualified
- Hands-on experience and training working in the legal field
- Opportunity to live, serve, and be part of the AmeriCorps team in the state of Montana

Questions? Contact Mēghan Scott: jfm@mtlsa.org or 406-442-9830 x143

To apply please visit www.justiceformontanans.org

