

MONTANA LEGAL SERVICES ASSOCIATION



Position Title: Crime Victim Navigator
Status: Non-exempt
Location: Helena, Montana

The Crime Victim Navigator offers support, advocacy, information and referrals to victims, instituting a consistent human component to help guide victims through the various systems and processes related to their victimization. The Navigator refers cases as appropriate to the Crime Victim Attorneys and/or other MLSA advocates depending on the nature of the legal matter faced by the client. The Navigator will conduct outreach and work with the Project Coordinator and Staff Attorneys to build and maintain professional relationships with victim service providers throughout the state.

Specific Duties

- Answer incoming calls from victims of crime in Montana.
- Conduct initial screening of crime victim calls.
- Determine if there is a legal aspect to a crime victim's problem and summarize the issue.
- Create computer files for new clients and new cases.
- Input data from on-line or paper applications.
- Scan and upload applications and client documents to MLSA's case management system.
- Maintain calendars in the case management system and scheduling advice appointments with MLSA advocates as appropriate.
- Develop and maintain knowledge of, and strong working partnerships with legal and social service agencies that provide services to victims of crime and make appropriate referrals and collaborate as needed.
- Assist with developing partnerships and conducting outreach.
- Provide legal assistance to Crime Victim Attorneys.
- Assist with data gathering and grant reporting.
- Other duties as assigned.

Requirements

- Associate's Degree or equivalent educational experience.
- Excellent oral and written communications skills.
- Good listening skills.
- Strong interpersonal and verbal skills.
- Capacity to learn and adapt.
- High degree of computer data entry proficiency and accuracy.
- Ability to travel, occasionally overnight.
- A commitment to providing high quality legal assistance to crime victims in Montana.
- Ability and willingness to work cooperatively and collegially within a decentralized statewide law firm.
- Proficient at the use of technology, including, but not limited to, word processing, spreadsheets, internet-based programs and computer-based legal research.
- Comfortable using technology and learning new programs to aid legal service provision.
- Willingness to learn and further develop technology skills and abilities.
- Dependability, initiative and motivation and concern for the interests of the crime victims.