



Justice for Montanans AmeriCorps Member

Montana Legal Services Association – Front Desk-Intake & Outreach/Pro Bono Program Concentration

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: Current term dates are listed on our [website](#). Members typically start service the day after Labor Day through the 2nd week of August.

Location: Billings, MT

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 5 days/40 hours per week.

Position Summary:

Make a difference for low-income Montanans and learn about the legal system as a member of Justice for Montanans serving with the Montana Legal Services Association. The Montana Legal Services Association (MLSA) is a nonprofit organization that provides legal services to low-income people throughout Montana. The member will provide support to the pro bono program and will increase MLSA's capacity to provide services. The member will respond to inquiries about individual cases, court procedures, community resources, and facilitate program services. 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:

- Assist walk-in clients
- Maintain client related files and documentation
- Support attorneys with case management and attend court hearings as appropriate
- Support MLSA staff in coordinating the Billings Family Law Practice (FLP) Legal Assistance Clinic
- Assist in client intake through scheduled shifts on the MLSA Helpline
- Support MLSA's limited scope phone advice program by scheduling appointments, maintaining schedule, and conducting follow up
- Match clients with pro bono attorneys and manage client documents
- Provide follow up to clients after they receive limited scope services
- Support MLSA's general intake (the process of applying for help from MLSA) by doing intake appointments, helping call back clients, and doing the initial eligibility screening for clients with all legal issues and scheduling or referring appropriately
- Help with the day-to-day office operations
- Develop knowledge of Montana's legal system and legal information to share with client populations and other agencies as appropriate



- Serve as a LiveHelp navigator to provide remote assistance in finding legal information through scheduled shifts on MLSA's LiveChat website
- Expand outreach efforts for various projects such as the Veterans Stand Downs, Pride events and many more
- Increase MLSA's outreach through building relationships, attending meetings, and providing trainings with partner organizations, colleges, and other service agencies
- Attend trainings to broaden your knowledge of the legal system, techniques for working with clients in crisis, and to learn more about important resource providers
- Assist with the updating, maintenance and expansion of MLSA websites and social media presence to provide legal information to people throughout Montana.
- Perform other AmeriCorps-related duties such as reporting, timekeeping, and service projects

Minimum Requirements:

- Over 18 with a high school diploma or GED; 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*
- Segal Education Award*
- Eligible deferment on qualified student loans
- Health benefits
- Child care assistant to qualified members
- Relocation allowance of up to \$550 if the service site is 50 miles or more from current residence
- Hands on experience in the legal field
- Opportunity to live, serve, and be a part of the AmeriCorps team in the state of Montana

*Current benefit amounts are available on our [website](#) and updated to reflect current funding and benefits approved by AmeriCorps.



Questions? Contact the JFM AmeriCorps Coordinator: jfm@mtlsa.org or 406-442-9830 x143
To apply please visit www.justiceformontanans.org

