



Justice for Montanans AmeriCorps Member

Montana Legal Services Association – Front Desk-Legal Navigator Position

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: Helena, 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 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 (MLSA). MLSA is a nonprofit organization that provides legal services to low-income people throughout Montana. This position greets clients and/or the general public; helpfully and respectfully interviews potential clients for legal services who may be under stress of legal action; elicit factual information from applicants quickly, accurately and courteously; analyze the type of legal problem and determine whether MLSA may assist, or whether a referral is appropriate; evaluate the financial eligibility of the applicant and open an application or make meaningful referrals. The supervisor for this position is the MLSA Intake Director.

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 by collecting documents, entering information into case management system and processing applications
- Provide legal resource information to clients in-person, by telephone, mail and outreach
- 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
- Assist in maintaining client related files and documentation
- Support attorneys with case management, coordinating with service providers, and attend court hearings as appropriate
- Provide support to MLSA practice groups on short or long term projects, as needed
- 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 on MontanaLawHelp.org and other websites
- Expand outreach efforts for various projects around Montana
- Build relationships, attend meetings, and provide trainings with 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 and JFM 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
- Spanish proficiency recommended
- 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
- Ability to respond to clients in a calm, empathetic and professional manner while courteously directing the conversation to the pertinent issues.
- 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 and 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

