

## 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:** Current term dates are listed on our [website](#). Members typically start service the day after Labor Day through the 2<sup>nd</sup> 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 5 days, 40 hours per week.

### **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 the 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 in Montana. 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.

AmeriCorps 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:**

- Conduct client intake processes and manage all contacts to the office
- Provide information to citizens about OCFO and other related legal resources
- 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\*
- 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](mailto:jfm@mtlsa.org) or 406-442-9830 x143**

**To apply please visit [www.justiceformontanans.org](http://www.justiceformontanans.org)**

