

Contract Position Description SHC Paralegal

Self Help Center (SHC) Paralegal: Non-benefit position, 10 hours per week at \$22/hr for FY 04/05 and 05/06.

Availability:

The SHC Paralegal is a part-time contract position to provide pro se litigant assistance. The SHC will be housed in the courthouse in the Law Library. Although the SHC will be open during the courthouse's normal working hours, the SHC will only be staffed 10 hours per week, until volunteers can be recruited and trained. We will tailor our available hours to community need, ensuring the SHC is staffed on Friday during our "law in motion" calendar.

Methods of Service Delivery:

The method of service delivery at the SHC will vary depending upon litigant need.

- Self-study—written materials, forms with instructions, Web site information, videos, and other materials will be available.
- Personal contact—with SHC staff during available hours by telephone, workshop, or individual assistance.

Triage:

The Paralegal will triage individuals who come into the center seeking assistance. A brief assessment of litigant need will be conducted and litigants will be asked to complete a survey. Once litigant needs are identified the Paralegal will assist with completion of necessary paperwork and accessing necessary web sites, being careful not to give any legal advice. Litigants with problems too complex for the SHC will be referred to the local BAR association, or as appropriate, the Family Law Facilitator.

Training/Technical Assistance:

We believe appropriate training is essential to the success of the Paralegal position. We are also developing a Parent Partner position (see attached description) and hope to coordinate the training of these two positions at the same time. We will look to the AOC, model SHC staff from other Counties, our Family Law Facilitator/SHC Supervisor and local courtroom staff to provide training and guidance in the following topics:

- Use of Technology
- How to guide self-represented litigants to internet resources
- Courtroom Decorum—CASA model
- Confidentiality
- Court Operations/Expectations/Paperwork completion
- Local Rules/Protocols
- Ethics
- Relevant Community Resources—to assist with enforcement of orders/judgments
- Boundaries
- Legal Advice vs. Legal Assistance
- Exparte Information (Communication with Court Staff)
- Impartiality
- Preparation of orders after hearing

Supervision:

The SHC Paralegal will be supervised by the Superior Court's Family Law Facilitator (FLF). The FLF will be instrumental in the implementation of the SHC and the ongoing supervision of contract and/or volunteer staff who work there. The FLF will report to the Family Court Services Director.