

RIVERSIDE SUPERIOR COURT

Self Help Intern

Definition and Class Characteristics:

The Court's Internship Program provides opportunities for current college students or recent college graduates to explore careers with the Court's self-help program and at the same time provide a meaningful, professional work experience. An internship with the court is defined as an unpaid, highly structured, project related program that provides professional work experience outside of the classroom environment.

Under direction, provides support to the services provided by the Riverside Self-Help Center which informs and educates self-represented parties with civil, family law, and probate matters. Assists family law facilitators and paralegals in providing self-help services and other related duties as assigned.

Essential Duties:

Duties may include, but are not limited to, the following:

- Problem solving self-help center issues including evaluating usage, customer satisfaction, reviewing workflow.
- Participation in staff trainings and promoting self-help awareness.
- Engage with customers to collect customer feedback to enhance customer service.
- Develop information and educational materials to the public regarding Court rules and procedures, reviews court documents with self-represented parties, and explains to them legal options as guided by court attorneys, including the family law facilitator.
- Prepare displays and presentations for workshops and clinics for self-represented parties in various matters, including family law, landlord-tenant, guardianship, and small claims. Incorporates pertinent handouts, charts, workbooks, and other visual aid; advises and assists other staff serving as trainers.
- Functions as a team player and performs duties assigned by the managing attorney.
- Contributes to a positive workplace atmosphere.

MINIMUM QUALIFICATIONS:

Must be a current college student or recent college graduate (within the last two years) with a GPA of 2.5 or higher. The candidate should be detail-oriented and possess very good organizational and communication skills. Must also have the ability to listen effectively and follow instructions. The candidate should possess the basic knowledge of computer systems and related technology.

Knowledge of: English grammar, spelling and technical, legal writing practices; modern office methods, procedures, and equipment; grammar and technical writing; the use of audio-visual aids and printed instructional material.

Ability to: Effectively communicate with members of the public from diverse cultural and socioeconomic backgrounds; provide legal information in an impartial manner; synthesize technical or factual information; maintain confidentiality; research legal issues; operate personal computer and use Microsoft Office software including, Word, Excel and Power Point; prioritize work.

Physical Demands: Strength, dexterity, coordination and vision to use a video display terminal and keyboarding. Hearing and speaking ability to communicate clearly on the telephone and at a public counter. Standing for extended periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of objects weighing up to 25 lbs. such as files, stacks of papers, reference and other materials. Moving from place to place within an office; some reaching for items on high shelves and above and below desk level.

Work Environment: Generally clean work environment with limited exposure to conditions such as dust, fumes, odors, or noise. Video display terminal is used on a daily basis.

Clarifying Statement: This job description will be reviewed periodically and responsibilities may change with business necessity. This job description is not intended and should not be construed as an exhaustive list of all responsibilities, skills, or working conditions associated with this job.