

## Self-Help Center Internship Description

**Primary responsibilities:** The intern's primary responsibility is to interview customers to determine customer needs and basic case facts and provide appropriate instructional materials.

**Specific tasks include:**

- Assist customers to check-in
- Maintain sign-in sheet
- Make sure customers complete our Disclosure Form
- Identify whether the customer's issue is something our office can assist with
- Determine if customer has an attorney of record
- Distribute written instructions and sample form packets as necessary
- Help customers obtain necessary copies of their court file
- Help customers find existing case numbers
- Offer customers appropriate referrals as necessary
- Make copies of court documents as needed
- Explain the concepts of "notice" and "service" as needed
- Point out required court appearances
- Assist in explaining to customers how to complete legal documents
- Assist in completing legal documents

Additional tasks may be added as proficiencies are demonstrated, or additional training is provided.

**Skill requirements:**

In addition to completion of the training program, interns need to be able to:

- listen and determine customer need
- make appropriate referrals
- determine when further assistance/supervision is needed
- not provide personal advice or recommendations

**Training Provided:**

- 1 Orientation Training and 1 – 2 additional training sessions regarding substantive law and ethics
- 2 -4 shifts of shadowing supervising attorney
- Continuous on the job training
- Courtroom Observation Day
- Meet and Greet Judge Day

**Time Commitment:** Minimum commitment of 12 hours per week for 2 consecutive Quarters or 16 hours per week during summer.