



Volunteer Position Description

Title: Community Court Navigators: Court Room Navigator (Virtual) Resource Center Navigator (Virtual)

Department: Kirkland Municipal Court

Reports to: Travis Locking, Judicial Support Associate Lead

Purpose: To help court participants and resource center visitors identify and access the service providers that can help them address their concerns for service.

Duties (All duties are performed virtually via zoom, phone or email):

For Court Room Navigator

- Conduct orientation about the community court weekly for defendants on court calendar observing community court for the first time
- Meet with defendants after they have opted into community court / signed their Stipulated Order of Continuance (SOC) to
 - Provide them with and review a Participant's Packet
 - Review with them their options for the service requirements identified in the SOC
 - Help them develop an action plan to fulfil the service requirements
 - Touch bases with them weekly thereafter to help monitor their progress, provide them encourage and offer additional assistance, as need.
- Report back to the Court staff / Coordinator about the progress the participant is making.
- Attend monthly operations team meetings, which occur, generally, an hour before Community Court.
- Attend weekly pre-court briefings, which occur, generally, 30 minutes before Community Court.

For Resource Center Navigator

- Check in with providers to know who is present each week.
- Greet Center visitors when they enter the center
 - If the visitors are court participants and not accompanied by a court navigator, ask them if you can look at their SOC or their Participant's Packet to help them identify the providers that can help them.
 - If the visitors are non-court participants, ask them how you might help them and provide the guidance and / or direct them to the appropriate providers
 - If possible, introduce the participants to each provider they want to see
 - Weekly, thereafter, touch bases with returning visitors to offer encouragement and guidance
- Assist visitors with completing applications for services or benefits, as appropriate.
- Attend monthly operations team meetings which occur, generally, an hour before Community Court.

Required Qualifications:

- Must be available Wednesday afternoons (1:00 p.m. to 4:00 pm) on a weekly basis
- Project a professional image/positive attitude
- Enjoy working with the public
- Good oral and written communication skills in English; yet, bi-lingual skills welcomed.
- Commitment/experience in providing customer service
- Ability to maintain calm in stressful situations
- Willingness to learn all procedures/protocols
- Comfortable with interactions occurring virtually via zoom, phone or email.
- Must have access to a computer, the Internet and Basic Microsoft Office and Zoom software products
- Must be minimum of age 21
- Ability to successfully complete criminal history/background check, interview(s) and reference checks

Other Qualifications:

- Human or social services background helpful, though not necessary

Physical Requirements:

- Must be able to sit or stand during assigned duties

Time Required:

- 3-hour weekly shift
- Able to commit to at least 12 months

>>Training and coaching will be provided, including the use of Zoom