



<https://www.milwaukeejusticecenter.org/mjccareers.html>

### **Milwaukee Justice Center AmeriCorps Information Desk/Navigator Member**

#### **Service Location:**

Milwaukee County Courthouse  
901 N 9th St, Rm G9-N  
Milwaukee, WI 53233

#### **Program Supervisor:**

Mark Guzman, M.P.A.  
Milwaukee Justice Center AmeriCorps Program Coordinator  
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#### **About the Milwaukee Justice Center**

The Milwaukee Justice Center (“MJC”) is a public-private collaboration between the Milwaukee County Clerk of Courts, the Milwaukee Bar Association (“MBA”), and Marquette Law School offering self-help civil legal aid to individuals who cannot afford an attorney and who are representing themselves in Milwaukee County cases. With ten staff and an annual volunteer corps of over 300, the Milwaukee Justice Center assists around 10,000 people in its services yearly. These services include Family Forms Assistance, the MJC Mobile Legal Clinic, the Parenting Conferences dispute resolution program, and a civil legal aid helpline. The MJC also hosts the Marquette Volunteer Legal Clinics at the MJC, the Mobile Legal Clinic in the Milwaukee Community, and the Expungement/Pardon Clinic.

#### **About the AmeriCorps Program:**

The AmeriCorps Information Desk/Navigator Member is an AmeriCorps member position at the Milwaukee Justice Center. The MJC seeks to expand the accessibility of the courthouse through a **central information desk and courthouse navigation program** to serve all who enter the building. (The program is dependent on receipt of AmeriCorps program grant for 2023-2024)

#### **About the AmeriCorps Member:**

AmeriCorps Information Desk/Navigator Members are part of national services collaborating with the AmeriCorps Program Coordinator, AmeriCorps Team Leads, and other Members to accomplish program goals. Members must complete a minimum time commitment (roughly 25 hours per week, over 3 months) in person at the Milwaukee County Courthouse.

#### **MJC/AmeriCorps Member Position Minimum Qualifications:**

- 18 years or older, U.S. Citizen, U.S. national, or lawful permanent resident of the United States with a high school diploma/GED or working toward completion of a high school diploma/GED

- Commitment to community service & ability to provide continuous service for a **minimum of 300 hours**
- Ability to learn and attend all Milwaukee Justice Center training
- Ability to work with a diverse team and diverse clientele
- AmeriCorps Members must have the ability to clear the National Service Criminal History Check
- The Members will be on-site at the Milwaukee County Courthouse for service and training
- The capability to travel long distances across the Courthouse campus repeatedly throughout the day is preferable

#### **MJ/AmeriCorps Information Desk/Navigator Essential Skills:**

- Strong interpersonal, communication, and customer service skills
- Good organizational skills and capacity to follow through with assigned tasks
- Present oneself with a high level of professionalism with guests, peers, court staff, and supervisors
- Ability to work effectively in a multicultural and stressful environment

#### **Position Responsibilities:**

- Provides legal information to courthouse guests regarding various legal issues relating to civil, criminal, and municipal courts
  - AmeriCorps Members can give legal information (i.e. procedures for filing legal forms); Members **CAN NOT** give legal advice (i.e. Members **can not** tell a litigant what to say/do in court)
- Assist in the transitioning of the self-represented individual(s) from the MJC clinics into the Navigator Program
  - Help MJC guests to achieve a high level of confidence in the next steps of their filing process
  - Show MJC guests when and where their court date will be, and where the Information Desk is if they should have further questions; provide clients with a sense of familiarity with the Courthouse building and locations
- Conduct client surveys and respond to follow-up emails from the self-represented individual(s)
- Helps track program-related data
- Aids in the management of MJC/Courthouse client waiting area while maintaining fire and building codes
- Assist the AmeriCorps Team Leads, Program Coordinator, and Milwaukee Justice Center to meet organizational goals including working in self-help services as needed

### **Benefits:**

All MJC AmeriCorps Information Desk/Navigators are entitled to an Eli Segal AmeriCorps Education Award valued at \$1,459.26 upon successful completion; a \$2,700 stipend; loan forbearance and some or all of the interest accrued may be paid on qualifying student loans upon successful completion; and training and professional development opportunities. Potentially eligible for additional benefits.

### **Application Process**

To start the application, visit this [link](#), or visit <https://www.milwaukeejusticecenter.org/mjccareers.html>. If you have any questions, please email us at [mjcamericorps@gmail.com](mailto:mjcamericorps@gmail.com). The Milwaukee Justice Center will make reasonable accommodations, if required, during the application process; please email [mjcamericorps@gmail.com](mailto:mjcamericorps@gmail.com) with further details.

*AmeriCorps, the Milwaukee Bar Association, and Milwaukee Justice Center provide equal employment to all employees and applicants for employment and prohibit discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.*