



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

Milwaukee Justice Center AmeriCorps Team Lead

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
mark.guzman@wicourts.gov

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 Program Team Lead 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 Team Lead:

This national service leadership position is responsible for ensuring successful program operations under the direction of the AmeriCorps Program Coordinator. The Team Lead must serve full-time (35 hours a week, for 12 months) in person at the Milwaukee County Courthouse.

MJC/AmeriCorps Team Lead 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
- Commitment to community service and an ability to provide continuous service for the **entire 12-month program year**
- Ability to learn and attend all Milwaukee Justice Center training

- Willingness to be an active Team Lead; ability to work with a diverse team and diverse clientele
- The Team Lead must have the ability to clear the National Service Criminal History Check
- The Team Lead 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 Team Lead Position 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 Team Leads can give legal information (i.e. procedures for filing legal forms); Team Leads **CAN NOT** give legal advice (i.e. a Team Lead **can not** tell someone what to say/do in court or in legal matters)
- Assists AmeriCorps Program Coordinator with training and mentoring minimum time AmeriCorps Members and non-AmeriCorps volunteers; works with Members in performing direct service, to model job expectations and provide on-the-spot assistance; provides guidance and support to Members, building a sense of pride and fostering team cohesion among Members
- Staffs information desk and provide resource information to all courthouse patrons in need of varying types of assistance
- Assists 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
- Management of social media handles, conducting client surveys, and responding to follow-up emails from the self-represented individual(s)
- Helps track and report program-related data
- Aids in the management of MJC/Courthouse client waiting area while maintaining fire and building codes
- Assist the AmeriCorps Program Coordinator and Milwaukee Justice Center in meeting organizational goals including maintaining and troubleshooting basic technological needs, creating and updating resource materials, and working in self-help services as needed

Benefits:

All MJC AmeriCorps Team Leads are entitled to an Eli Segal AmeriCorps Education Award valued at \$6,895 upon successful completion; \$22,500 living allowance; healthcare, childcare (if eligible); 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. The Milwaukee Justice Center will make reasonable accommodations, if required, during the application process; please email 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.