

SELF-HELP LEGAL CLERK

DEFINITION

Under general supervision, performs specialized clerical and legal assistance for self-represented litigants regarding Court processes pertaining to case types assisted by the Self-Help Center / Family Law Facilitator's Office, assists with providing routine legal referrals, resources and self-help legal information, and may perform other related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is a support staff classification that performs a variety of clerical and routine legal work and interacts with the public in a high visibility, high volume environment. The Self-Help Legal Clerk is distinguished from the Self-Help Legal Assistant classification in that incumbents in the latter class possess advanced knowledge and understanding of the Self-Help Center / Family Law Facilitator's legal practice areas.

TYPICAL TASKS

- Front office reception and check-in duties
- Direct public to correct Courtroom or office location
- Explain the scope of services of the Self-Help Center and Family Law Facilitator's Office
- Assessment of whether the Self-Help office can assist the customer
- Provide legal referrals
- Grant funding data collection and entry
- Provide neutral legal information to self-represented litigants
- Assist in the correct preparation of Court-required documents for self-represented litigants prior to filing with the Court
- Review Court documents for completeness
- Answer questions about Court filing processes and provide procedural information
- May occasionally conduct legal workshop presentations
- Explain the use of Court forms
- Find cases in various Court computer systems
- Make copies of Court documents
- Organize copies and originals before filing with Court
- Explain various Court processes to customers
- Maintain and update written material provided to the public

EMPLOYMENT STANDARDS

Knowledge of:

- Proper telephone etiquette
- Correct English usage including spelling, grammar and punctuation
- Standard office equipment and personal computers
- Computer applications related to the work
- Basic recordkeeping systems
- Principles and practices of customer service and business communication
- Laws, codes, policies and procedures pertaining to the legal assistance provided by the Self-Help Center / Family Law Facilitator's Office
- Sources of technical resource materials/information applicable to area of assignment

Ability to:

- Understand, explain and apply specific statutes, codes, laws, regulations, procedures and legal terminology applicable to self-help program and Court processes
- Understand and explain Self-Help Center / Family Law Facilitator's Office practices and procedures
- Understand, explain and apply legal processes, forms and documents used in areas of law served by self-help centers
- Prepare and process Court documents
- Maintain records and files
- Follow oral and written directions
- Locate, identify and correct inaccuracies
- Assist self-represented litigants from diverse socio-economic backgrounds in various emotional states
- Maintain and ensure the integrity of sensitive and confidential information
- Operate a computer and use standard business software and a variety of computer software programs and databases related to area of assignment
- Use tact, diplomacy and compassion when dealing with sensitive situations and upset customers
- Establish and maintain effective working relationships with all those encountered in the course of work

PHYSICAL CHARACTERISTICS

Strength, dexterity, coordination and vision to use a keyboard and video display terminal on a daily basis. Hearing sufficient to communicate effectively. Dexterity and coordination to handle files and single pieces of paper. Occasional lifting of objects weighing up to 15 lbs. by reaching overhead, pushing, pulling, kneeling or stooping. Moving from place to place within an office. Remain in a stationary position for prolonged periods of time.

EXPERIENCE/EDUCATION

Equivalent to graduation from the twelfth grade AND

- 1) One year of general clerical or legal secretarial experience **OR**
- 2) One year of Court clerical experience involving document processing

ADDITIONAL REQUIREMENTS

- Possession of a valid Class "C" California driver's license.
- Travel within the county is required.