



## Job Posting Court Support/Services Worker

### Summary

The Court Support/Services Worker assists the Court Services Navigator and community members who are involved with the Justice System, including Legal Aid Ontario and the courts. The Court Support/Services Worker will attend court and be available in the community to facilitate access to court services. The Court Support/Services Worker is responsible for assisting community members with technical support, form completion and submission, attending community member residences and to facilitate Netmizaaggamig Nishnaabeg Community Members court attendance in person and virtually. The Court Support/Services Worker will support the Court Services Navigator as needed and assist with all court-related matters.

Probationary Period: 3 Months

### **RESPONSIBILITIES:**

1. Assist the Court Services Navigator to provide information and assistance to clients charged with criminal offenses to facilitate their participation in the criminal justice system.
2. Assist clients with virtual court attendance.
3. Assist clients with the use of technology such as iPhones, iPads, laptops to attend court and access services.
4. Facilitate client communication with Court Services Navigator, lawyers, service providers and Nookiwin staff.
5. Review Thunder Bay and Marathon court dockets and identify community members with court matters.
6. Ensure community members are aware of court dates and have access to transportation or technology for attendance.
7. Assist with disclosure requests and follow-up as needed.
8. Assist with obtaining client signatures on relevant documents.
9. Setup technology to ease access to online services.
10. Attend in-person court in Marathon and surrounding communities.
11. Maintain accurate confidential records, files, statistics and reports.
12. Under the direction of the Court Services Navigator, support clients through court processes by:
  - a. Assisting clients in the preparation of Legal Aid applications and assisting community members in seeking legal counsel;
  - b. assisting community members in the completion of routine forms and providing information and referrals;
  - c. following up on applications to ensure all necessary documentation and information has been submitted;
  - d. Attend client residences to facilitate communication, form completion, obtain signatures and provide information.

13. Ensure community members are aware that the Nokiiwin lawyer/duty counsel is available to provide legal advice.
14. Perform other related duties when and as required in keeping with the furtherance of the goals and mandate of Netmizaaggamig Nishnaabeg.

**REQUIRED SKILLS & EXPERIENCE:**

1. Excellent communication and interpersonal skills for dealing with clients, lawyers and other agencies
2. Demonstrated commitment to client service and relationship building skills
3. Excellent verbal and written communication skills and presentation skills
4. Intermediate to advanced computer skills, including familiarity and competence with zoom, teams, MS suite etc.
5. Demonstrated ability to use latest communication technologies including Smartphones, iPhone, iPad, laptops etc.
6. Must have intermediate knowledge of the following Microsoft programs; Word, Excel and PowerPoint.
7. Must have or be eligible and willing to acquire valid Ontario Driver's License and access to reliable transportation.
8. Being available in Netmizaaggamig Nishnaabeg to provide services.

**Closing Date: January 13<sup>th</sup>, 2023**

**Send resume to:**

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