



Resource Center Coordinator

Unpaid Volunteer / Internship Position

Lorri Cox Senior Court Specialist 600 Fifth Avenue, 9 th Floor PO Box 34987 Seattle, WA 98124-4987	Phone: 206.615.1606 Fax: 206.233.0056 lorri.cox@seattle.gov http://seattle.gov/courts/general/careerops.htm
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The Court Resource Center blends the criminal justice and social service systems to improve customer service to defendants. The **Resource Center Coordinator** will learn court protocols and procedures and gain a working knowledge of various community social service resources.

Essential Functions

- Develop a solid working knowledge of the Court Resource Center (CRC), community, and faith-based social services.
- Ensure the safety of children using the Drop-In Childcare Center through coordination with Children's Home Society of Washington (CHSW) staff and CHSW policies and procedures.
- Work a minimum of 15 hours per week in the CRC facilitating defendant linkages to DSHS, housing, mental health, chemical dependency services, and other as necessary.
- Provide mandatory Resource Center Orientation to Community Court clients.
- Provide excellent customer service and develop written communications that meet City of Seattle performance standards.
- Answer phone and greet clients in a friendly, professional manner.
- Assist and make referrals to community-based agencies.
- Review client paper work for completeness and access client information through computerized data entry/retrieval system.
- Data entry and database management;
- Assist in data collection, compile monthly, quarterly and annual statistical and demographic reports using Excel;
- Review data collection protocols for completeness and accuracy; access client information through computerized data entry/retrieval systems;
- Work closely with supervisor regarding data and client issues;
- Adhere to all policies, procedures, and decorum of Seattle Municipal Court.

Required Employment Standards

- Must pass criminal background check.
- High School Diploma or GED and pursuing college-level studies.
- Ability to maintain sensitive and confidential information.
- Twenty (20) hours per week and a minimum six month commitment, not negotiable.

Preferred Employment Standards

- Ability to work under pressure and handle changing workloads and assignments.
- Effective communication skills both written and oral.
- Effective at planning, organization and establishing priorities.
- Experience/knowledge of Windows, Word and Excel.
- Ability to deal with emotionally distraught clientele on a daily basis with compassion and active listening.

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