



Resource Center Volunteer

Volunteer Coordinator 600 Fifth Avenue, 8 th Floor PO Box 34987 Seattle, WA 98124-4987	Phone: 206.684.7803 mekka.robinson@seattle.gov or apply online http://seattle.gov/courts/prob/volopp.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.
- Assist in compiling various statistical data using Excel and preparing corresponding monthly, quarterly and annual reports. Perform data entry / data management duties.
- 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.
- Review client paper work for completeness and access client information through computerized data entry/retrieval system.
- Work closely with supervisor regarding client issues.
- Adhere to all policies, procedures, and decorum of Seattle Municipal Court.

Required Employment Standards

- Twenty (20) hours per week and a minimum six month commitment.
- Must pass criminal background check.
- High School Diploma or GED and pursuing college-level studies.
- Ability to maintain sensitive and confidential information.

Preferred Employment Standards

- Ability to work under pressure and handle changing workloads and assignments.
- Effective communication skills both written and oral.
- Planning, organizing and establishing priorities.
- Knowledge of word-processing (Word), database (Access), and spreadsheet (Excel) applications necessary
- Exceptional organization and research abilities
- Ability to deal with emotionally distraught clientele on a daily basis.
- Compassionate and active listening to clients at all times.