

Sample Materials:  
Recruitment & Job Descriptions

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## **Superior Court of Arizona**

### **PACS–AmeriCorps Member—Law Library Resource Center (2020 – 2021) Reduced Half-time (675 hours)**

This position is not covered by the Judicial Merit Rules or Classified Personnel Rules.

The Superior Court of Arizona in Maricopa County, one of the largest general jurisdiction Court systems in the nation, seeks enthusiastic college students to serve 675 hours from September 1, 2020 through April 30, 2021 for a total of eight months. Other eight-month sessions may open throughout the year, based on availability. Students will participate in an AmeriCorps program, as a Providing Access to Court Services (PACS) Member in the Law Library Resource Center. AmeriCorps PACS Members will be critical to the informational and navigational operations of the Court, as well as the Customer Service and Protective Order areas. The Superior Court is committed to providing access to justice for all people in the community. This position performs customer service functions, having contact with members of the public who need help with court services, which is crucial to promoting access to the Court.

#### **Service Locations:**

<i>Downtown</i>	<i>Northeast Phoenix</i>	<i>Northwest – Surprise</i>	<i>Mesa</i>
101 W. Jefferson Phoenix, AZ 85003	18380 N. 40th St. Phoenix, AZ 85032	14264 W. Tierra Ln Surprise, AZ 85374	222 E Javelina Ave Mesa, AZ 85210

**Service Position Functions:** Under general supervision, provides customer assistance in finding court services, completing needed court forms, and navigating court processes.

#### **Program Benefits:**

During the term of service, Members will receive a monthly living stipend of \$400.00 for each of the 8 months they serve. Upon completion of service, Members are eligible to receive an education award in the amount of \$2,321.00.

Interested applicants should email their résumé to [PACSAmeriCorpsProgram@jbazmc.maricopa.gov](mailto:PACSAmeriCorpsProgram@jbazmc.maricopa.gov) or apply through MyAmeriCorps.gov (search PACS program). Upon receipt of a résumé or MyAmeriCorps.gov application, applicants will be contacted by the program with further instructions.

**Application Deadline: February 1, 2021**

**Start Date: Members may start as early as September 1, 2020<sup>1</sup>**

<sup>1</sup> Contingent upon receipt of the PACS/AmeriCorps grant.

**Primary Duties of the Position:**

Provide direct customer service to litigants in various situations within a self-service environment; handle a variety of requests, inquiries, and complaints from litigants and the general public; attend and participate in training and evaluation; assist court customers with finding needed services or locations; become knowledgeable about various community resources and provide information to customers as necessary; and track services using computer software.

**Citizenship Training and Responsibilities:**

As an AmeriCorps Member, all PACS Members must participate in AmeriCorps training and events as required by the Arizona Governor's Office of Youth, Faith, and Family, as well as well as participate in any identified community service activity.

**Service Schedule:**

PACS/AmeriCorps Members must complete their assigned hours over the course of their service term. This is a year commitment. Service hours can only be completed between 8 am and 5 pm Monday through Friday. Occasionally, and upon request, there might be an opportunity for service hours after hours or on weekends. Hours worked per week and schedule will vary depending on the Member's school schedule.

**Minimum Qualifications:** High School Diploma/GED and must pass criminal background check. For AmeriCorps State and National and AmeriCorps NCCC you must be a U.S. citizen, U.S. national or legal permanent resident alien of the United States to be an AmeriCorps member. Must be able to stand for long periods of time.

**Desired Qualifications:** The ability to multitask and manage a high-volume and time-critical work environment; excellent interpersonal skills; the ability to establish effective working relationships with others; the ability to communicate effectively both orally and in writing; the ability to plan, organize and maintain work flow; the ability to work under supervision and exercise judgment; basic computer skills. Should be able to accurately maintain statistics and records; maintain confidentiality of all parties.

The Court is an Equal Opportunity Employer. It is the policy of the Judicial Branch not to discriminate in employment or the provision of services. To arrange for reasonable accommodation under the Americans with Disabilities Act (ADA), please call 602-506-4473.

**Prohibited Activities:**

Members may not, while actively providing service, do any of the following: attempt to influence legislation; organize or engage in protests, petitions, boycotts, or strikes; assist, promote, or deter union organizing; impair existing contracts for services or collective bargaining agreements; engage in partisan political activities; participate in, or endorse, events or activities that are likely to include political advocacy; engage in religious instruction or proselytization; provide a direct benefit to a business organized for profit, a labor union, a partisan political organization, or other organizations specified by the CNCS; conduct a voter registration drive; provide abortion services or referrals for receipt of such services; and such other activities as CNCS may prohibit.



## Providing Access to Court Services “PACS” Member Application

### POSITION REQUIREMENTS

To be considered for a position with the PACS/AmeriCorps program, you will need to meet some initial eligibility requirements. Before applying, please carefully review the following to make sure you qualify:

- All PACS/AmeriCorps applicants must be 18 years or older, U.S. Citizen or lawful permanent resident of the United States with a high school diploma/GED. All applicants will be required to submit proper documentation when requested. Visit <https://www.nationalservice.gov/programs/ameri-corps/join-ameri-corps> to learn more about AmeriCorps and verify that qualifications are met.
- To be eligible to serve, you must consent to and pass a two-part criminal history background check that includes a name search of the National Sex Offender Registry and fingerprint background check completed by Maricopa County.
- PACS/AmeriCorps Members are required to serve a minimum of 15 hours a week, if enrolled in a minimum time (300 hours) four-month session.
- PACS/AmeriCorps Members are required to serve a minimum of 18 hours a week, if enrolled in a reduced half-time (675 hours) eight-month session.
- PACS/AmeriCorps Members are responsible for creating their own schedule.
- PACS/AmeriCorps Members are required to serve a consistent schedule.
- PACS/AmeriCorps Members must be mature minded and be able to maintain a professional demeanor in a fast-paced, highly emotional environment.
- Participants must attend a pre-service orientation and other mandatory training. In addition, PACS Members must participate in AmeriCorps events as required by the Arizona Governor’s Office of Youth, Faith, and Family, as well as participate in any identified community service activity. This may include weekends and evenings.
- Email completed application and personal statement to [PACSAmeriCorpsProgram@jbazmc.maricopa.gov](mailto:PACSAmeriCorpsProgram@jbazmc.maricopa.gov) or apply through the <https://my.americorps.gov/mp/recruit/registration.do> website.

The PACS/AmeriCorps program is an Equal Opportunity Employer. It is the policy of the Judicial Branch not to discriminate in employment or the provision of services. To arrange for reasonable accommodation under the Americans with Disabilities Act (ADA), please call (602) 506-4473.





**Providing Access to Court Services "PACS"  
Member Application**

**SERVICE AVAILABILITY**

Please select the slot type you are interest in serving (you may check more than one box):

- 675 hours (8 months)
- 300 Hours Summer (May – August 2021)

Please select the service location you are interested serving volunteer hours (you may check more than one box):

- Downtown Phoenix (101 West Jefferson, Phoenix AZ 85003)
- Northeast Regional Center (18380 N. 40<sup>th</sup> Street, Phoenix AZ 85032)
- Northwest Regional Center (14264 W. Tierra Buena Lane, Surprise AZ 85374)
- Southeast (222 E. Javelina, Mesa AZ 85210)

Members will be expected to serve during court hours (typically 8:00 a.m. – 5:00 p.m.). Please indicate when you are available:

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

Preferred Shift(s) – mark both morning and afternoon if you can serve full days:

Morning: Monday \_\_\_ Tuesday \_\_\_ Wednesday \_\_\_ Thursday \_\_\_ Friday \_\_\_

Afternoon: Monday \_\_\_ Tuesday \_\_\_ Wednesday \_\_\_ Thursday \_\_\_ Friday \_\_\_

Other: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**CERTIFICATION**

I hereby certify that the information provided on this application is correct to the best of my knowledge. I understand that any misinformation or material omission could result in unfavorable consideration or immediate dismissal.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name



## Project Kaulike - FULL TIME Legal Aid Society of HI

AmeriCorps members serve as navigators to the civil justice system. Members assist with client intake and legal hotline, brief legal services, creating self-help materials, and participating in outreach & education. All client services activities are performed under supervision of attorneys. Full time Positions available in Honolulu, Waianae & Kaneohe. Duties and Responsibilities Include: • Members will assist in staffing the Legal Intake Hotline which involves screening applicants for eligibility, completing applications, providing legal information and advice under supervision of supervising attorney, and providing referrals. • Providing legal advice, assisting in the completion of simple court/administrative forms, writing letters and making phone calls on behalf of clients, as well as screening and referring clients for further assistance where appropriate. • Development and revision of self-help legal materials, including legal materials on Legal Aid’s web site. • Coordinate & participate in outreach activities. • Attend meetings and trainings required by Legal Aid and HICNCS. • Maintain monthly reports and timesheets as outlined in AmeriCorps agreement. • Refrain from participation in activities prohibited by AmeriCorps regulations and provisions. Preferred Qualifications: - College degree preferred but not strictly required - Ability to work independently and as a part of a team - Strong writing and communication skills - Desire to assist others - Self-starter & flexible personality - Knowledge of computer applications: Word, internet, email - Prior experience in legal background not required; training provided - Prior experience assisting indigent or disadvantaged populations is a plus. Full-time position requires a 1700 hour commitment within the program year. Start Date: September 1, 2018. Application Instructions available at <https://www.legalaidhawaii.org/ameriCorps-positions.html>

Further help on this page can be found by [clicking here](#).

Please note:

- **This listing is currently not accepting applications.**

**Member Duties :** Duties and Responsibilities Include: • Members will assist in staffing the Legal Intake Hotline which involves screening applicants for eligibility, completing applications, providing legal information and advice under supervision of supervising attorney, and providing referrals. • Providing legal advice, assisting in the completion of simple court/administrative forms, writing letters and making phone calls on behalf of clients, as well as screening and referring clients for further assistance where appropriate. • Development and revision of self-help legal materials, including legal materials on Legal Aid’s web site. • Coordinate & participate in outreach activities.

**Program Benefits :** Health Coverage , Living Allowance , Education award upon successful completion of service , Training , Childcare assistance if eligible , Optional Dental Insurance .

**Terms :**  
Permits working at another job during off hours , Permits attendance at school during off hours .

**Service Areas :**  
Community and Economic Development .

**Skills :**  
Social Services , Counseling , Conflict Resolution , Communications , Law , Public Speaking , Team Work , Writing/Editing , General Skills .

[Refine Search](#)

SUMMARY	
<b>Program Type:</b>	AmeriCorps State / National
<b>Program</b>	Project Kaulike - FULL TIME Legal Aid Society of HI
<b>Program Start/End Date</b>	09/01/2018 - 08/31/2019
<b>Work Schedule</b>	Full Time
<b>Education level</b>	Some college
<b>Age Requirement</b>	Minimum: 18 Maximum: None
<b>Program Locations</b>	HAWAII
<b>Accepting Applications</b>	From 08/08/2018 To 08/31/2018
<b>To apply :</b>	Phone 808-527-8003 E-mail <a href="mailto:angela.lovitt@legalaidhawaii.org">angela.lovitt@legalaidhawaii.org</a> Website <a href="http://legalaidhawaii.org">legalaidhawaii.org</a>
<b>Contact</b>	Angela Lovitt 924 Bethel St Honolulu HI 96813 8085278003 <a href="mailto:angela.lovitt@legalaidhawaii.org">angela.lovitt@legalaidhawaii.org</a> <a href="http://legalaidhawaii.org">legalaidhawaii.org</a>





## **Volunteer Court Navigator Opportunities**

### **Volunteer Court Navigator**

The Volunteer Court Navigator will assist unrepresented litigants with landlord•tenant, debt collection, and temporary restraining orders (TROs - non•family) cases. These volunteers could include paralegals, law students, paralegal students, and others. The Volunteer Court Navigators provide neither legal advice nor legal counseling. The role of the Volunteer Court Navigators would include the following types of assistance:

- Preliminary discussions with the litigants to listen to their concerns and explain the process.
- Description of courtroom protocol.
- Description of the various individuals in the court and their roles such as judge, court clerk, bailiff, and law clerk.
- Accompaniment of the litigants during hallway negotiations with opposing attorneys, solely for the purpose of taking notes and assisting with factual inquiries and scheduling.
- Accompaniment of the litigants during the mediation process, solely for the purpose of taking notes and observing the mediation discussions.
- Accompaniment to the court, including giving notes or reminders to the litigants about court proceedings, where and when necessary.
- Taking notes during any court conference or hearing to discuss with the litigants afterwards so that the litigants understand what has been said or decided and what the litigants must do to comply with any directions that they may have been given by the court.
- Statements of fact to the judge, but only if asked a direct factual question by the judge.
- If necessary, provide help with needed social services.

The Volunteer Court Navigators shall not give legal advice or get involved in negotiations or settlement conferences. The Volunteer Court Navigators shall not provide personal advice and shall not perform any service that constitutes the practice of law.

## **I. Role and Responsibilities of the Volunteer Court Navigator**

The Volunteer Court Navigator will assist self-represented litigants when appearing in court. Here is a list of what a Volunteer Court Navigator must do and guidelines on what the Volunteer Court Navigator may and shall not do.

### **What a Volunteer Court Navigator Must Do To Participate in the Program**

- A Volunteer Court Navigator must read these guidelines and participate in the training.
- A Volunteer Court Navigator must come to court on time and on the dates he or she signed up for. If there is an emergency that prevents the Volunteer Court Navigator from coming to court, he or she must notify the appropriate person or persons.
- A Volunteer Court Navigator must fulfill the volunteer hours he or she has agreed to provide.
- A Volunteer Court Navigator must dress appropriately and professionally. A suit is not required, but no jeans, no shorts, no slippers are permitted.
- A Volunteer Court Navigator must wear an identification badge at all times in the courthouse. The identification badge must be returned before leaving the courthouse.
- A Volunteer Court Navigator must act professionally at all times. A Volunteer Court Navigator shall not be rude or hostile and shall not curse or use inappropriate language.

### **What a Volunteer Court Navigator May Do**

A Volunteer Court Navigator can help self-represented litigants in the following ways:

- Have an initial discussion with the litigants to explain the process and listen to their concerns.
- Describe the courtroom protocol.
- Describe the various individuals in the court and their roles as judge, court clerk, bailiff, sheriff, and law clerk.
- Accompany the litigants during hallway negotiations with opposing attorneys, solely to assist in taking notes, answering factual questions, and scheduling.
- Accompany the litigants during the mediation process, solely to assist in taking notes regarding the discussions.

- Accompany the litigants into the courtroom or conferences with the judge.
- Provide notes or reminders to litigants about the court proceedings, where and when necessary.
- Take notes during any court conference or hearing to discuss with litigants afterwards so that the litigants understand what has been said or decided by the court and what the litigants must do to comply with any directions they may have been given by the court.
- Respond to any questions by judge asking for factual information on the case.
- If necessary, provide help with needed social services.

### **What a Volunteer Court Navigator Shall Not Do**

- A Volunteer Court Navigator shall not provide legal advice to an unrepresented person.
- A Volunteer Court Navigator shall not get involved in negotiations or settlement conferences.
- A Volunteer Court Navigator shall not give an unrepresented person personal advice.
- A Volunteer Court Navigator shall not give an unrepresented person or any attorney his or her personal contact information.
- A Volunteer Court Navigator shall not hold himself or herself out as a court employee.
- A Volunteer Court Navigator shall not interpret for the opposing side or in the courtroom.
- A Volunteer Court Navigator shall not participate or interfere in a settlement negotiation.
- A Volunteer Court Navigator shall not act in a hostile or rude manner to anyone in the courthouse.
- A Volunteer Court Navigator shall not disclose health information provided by an unrepresented person.
- A Volunteer Court Navigator shall not provide information to a judge unless directly asked a factual question by the judge.



## **Hawai'i Judiciary Volunteer Court Navigator Pilot Program**

This Program is designed to assist self-represented litigants (those without an attorney) gain access to justice. The initial focus of the Program is on landlord-tenant and debt collection cases. Most individuals appearing in these cases do not have attorneys. Volunteer Court Navigators will experience the reward of assisting others *at an extremely stressful time in their lives*. The Program also provides an excellent educational experience for those interested in learning more about our system of justice.

### **Court Navigators are trained to provide the following assistance:**

1. Preliminary discussions with Self-Represented Litigants (SRLs) to determine if there are any special needs (sight, hearing, language, etc.), learn of special concerns, and explain the court process.
2. Assist SRLs in using courthouse computers to obtain information and fill out court forms.
3. Help SRLs find information and an attorney, if one wants to hire an attorney.
4. Help SRLs find resources in the courthouse.
5. Description of court protocol.
6. Description of the various roles of those who work in the courtroom (judge, court clerk, bailiff, etc.).
7. Accompaniment during courthouse hallway discussions solely for the purpose of taking notes and assisting with factual inquiries and scheduling.
8. Accompaniment during the mediation process solely for the purpose of observing and taking notes.
9. Accompaniment in court, including providing notes or reminders to SRLs about court proceedings.
10. Taking notes during court conferences or hearings so that SRLs understand what was said or decided in court.
11. Providing factual information when asked a direct factual question by a judge.
12. When necessary, providing information concerning available social services or other resources.

Court Navigators are *not* permitted to provide legal advice or to participate in settlement discussions and do not provide personal advice and shall not perform any service that constitutes the practice of law. Court Navigators do *not* provide litigants with their personal contact information.

Court Navigator training sessions and on-the-job training will be provided for all volunteers. Training will also consist of observing court proceedings and meeting with judges and court staff to discuss the in-court process.

*Court Navigators are only asked to serve when their personal schedules permit them to do so.*

**Are you interested in serving as a Volunteer Court Navigator? Questions? Please call: Joseph E. Cardoza**  
**Chief Judge, Second Circuit**  
**State of Hawai'i**  
**(808) 244-2860**  
[joseph.e.cardoza@courts.hawaii.gov](mailto:joseph.e.cardoza@courts.hawaii.gov)



## Illinois JusticeCorps Fellow

### **Full-Time AmeriCorps Position – 2017-2018**

Bloomington-Normal, Chicago, Champaign-Urbana, Edwardsville,  
Galesburg, Markham, Rockford & Waukegan

The Illinois Bar Foundation and The Chicago Bar Foundation seek interested and qualified individuals to serve as full-time Illinois JusticeCorps Fellows for the 2017-2018 program year. Illinois JusticeCorps is an innovative program through which students serve as guides to make courts across Illinois more welcoming and less intimidating for people without lawyers. We recruit, train, and provide the necessary support for college and law students to provide this procedural and navigational assistance. Full-time JusticeCorps Fellows take on a leadership role for the student volunteers and assist in coordinating the role of Illinois JusticeCorps in the courthouse where they serve.

#### **Job responsibilities may include:**

- Assisting self-represented litigants by providing legal information and connecting them to available legal aid resources
- Accompanying people without lawyers around the courthouse to help them complete the necessary steps to move forward with their legal matters
- Designing and implementing workshops and information sessions on going to court on your own and other topics for the general public
- Encouraging the culture of AmeriCorps and community volunteerism through planning and participating in service projects and other AmeriCorps events
- Working closely with site supervisors to support 300-hour members
- Serving as a role model and providing on-the-spot assistance to 300-hour members
- Coordinating member service schedules and schedule requests
- Recruiting, training, and managing traditional volunteers participating in the program

#### **The position requires that the full-time member:**

- Make a one-year, 1700-hour commitment as an AmeriCorps member
- Serve at least 35 hours a week, during court hours (usually 8am-4:30pm)
- Attend all training sessions and other events to learn the facts needed to give accurate information
- Attend required National Days of Service and Member Recognition Day
- Conscientiously gather and submit data needed for reports

#### **Benefits:**

- \$18,000 Living Allowance distributed evenly throughout the participant's term of service
- Individual Health Insurance
- Assistance paying for child care for eligible parents
- After completion of 1700-hour commitment, volunteer will receive an Education Award for tuition payment or student loan repayment
- Great professional skills development, work experience, and professional references

#### **How to apply:**

- Interested candidates should submit an application through the My AmeriCorps website.

## **Justice for Montanans AmeriCorps Member Self Help LawCenter**

**Justice for Montanans members help empower low to moderate income Montanans to advocate for their legal right and increase access to justice.**



**Term of Service:** September 2018 – August 2019

**Service Schedule:** Member will serve a minimum of 1,700 hours over a 48-week term and receive a living stipend every two weeks. Member may take approximately 2 weeks of combined vacation and sick time as well as 10 holidays during the term which will not count towards the 1,700 hour requirement. Member will typically serve 40 hours per week. There are 7 positions available and members will serve in Billings, Bozeman, Great Falls, Helena, Missoula or Kalispell.

### **Position Summary:**

Make a difference for low-income Montanans and learn about the legal system as a member of Justice for Montanans serving with the Montana Supreme Court's Self-Help Law Centers. Members of the public can go to the centers during designated hours to find legal information; download, print and fill out legal forms; get referrals to and applications for appropriate legal services or pro bono programs; and get information about community service agencies that may be able to assist with underlying non-legal issues. The member may be required to travel to designated sites within their assigned service areas to provide one-on-one assistance to self-represented litigants and to provide remote assistance via telephone, video-conferences or online "chat" features. The member does not provide legal advice but only legal information to the customers. Members work one-on-one with people who will be representing themselves in court to make sure they have accurate and complete paperwork and have a better chance to navigate the court system. All members will uphold the goals of the Justice for Montanans Program by increasing access to justice for low to moderate income Montanans.

### **Specific Position Responsibilities:**

- Assist in the day-to-day operation of the center
- Provide legal information, forms, and resource referrals to Montana residents
- Travel to designated sites within the service area to provide additional assistance
- Communicate with attorneys, court employees, and local service providers
- Provide remote assistance via telephone, video-conference, and/or online chat features
- Assist with intake data collection and gathering customer feedback
- Develop knowledge of Montana's legal system and legal information to share with client populations and other agencies as appropriate
- Serve as a LiveHelp navigator to provide remote assistance in finding legal information on MontanaLawHelp.org and other websites
- Recruit, train and coordinate volunteers and interns, including pro bono attorneys, law students, college students, and others



[www.justiceformontanans.org](http://www.justiceformontanans.org)

- Develop and assist with program-wide outreach efforts as needed including updating county resource guides and distributing press materials
- Build relationships, attend meetings, and provide trainings with partner organizations and other service agencies
- Attend trainings to broaden your knowledge of the legal system, techniques for working with clients in crisis, and to learn more about important resource providers
- Perform other AmeriCorps-related duties such as reporting, timekeeping, and service projects

### **Minimum Requirements:**

- Over 18 with a high school diploma or GED; college degree or equivalent work experience preferred
- A United States citizen, United States National, or legal permanent resident
- Ability to take initiative, handle multiple projects, track details essential to project completion, analyze information, and meet deadlines
- Strong ability to communicate effectively orally and in writing with diverse groups of people
- Demonstrated ability to work independently and as part of a team
- Basic computer proficiency
- Passion for increasing access to justice and assisting low-income individuals
- A driver's license and personal means of transportation are highly recommended
- Must pass a national service criminal history check due to contact with vulnerable populations
- Qualified individuals with disabilities and those from diverse backgrounds are strongly encouraged to apply. We provide reasonable accommodations for qualified individuals.
- Legal background or experience not required

### **Benefits:**

- Living allowance of \$13,732 over 48-week term of service
- An AmeriCorps Education Award of \$5,920 upon successful completion of service. This award can be used to pay education costs at qualified institutions of higher education, for educational training and resources, or to repay qualified student loans. Members aged 55 and over may transfer the education award to a child, grandchild or foster child.
- Eligible for deferment on qualified student loans
- Guaranteed health benefits and child care assistance if qualified
- Hands-on experience and training for work in the legal field
- Opportunity to live, serve, and be part of the AmeriCorps team in the state of Montana

**Questions? Contact Mēghan Scott:** [jfm@mtlsa.org](mailto:jfm@mtlsa.org) or 406-442-9830 x143

**To apply please visit** [www.justiceformontanans.org](http://www.justiceformontanans.org)



[www.justiceformontanans.org](http://www.justiceformontanans.org)