# Statewide Conference on Self-Represented Litigants

## Staffing and Personnel Issues II E

Sample Job Description

Application

Intern Description

Justification for additional position

Volunteer Recognition

# *Superior Court of California*
## *County of San Francisco*

Administrative Office 400 McAllister Street, Room 205, San Francisco, CA 94102-4514

# *EMPLOYMENT OPPORTUNITY*

## SENIOR COURT STAFF ATTORNEY
(MULTI-CULTURAL SELF-HELP CENTER)
**BILINGUAL POSITION**

The Judges of the Superior Court of California, County of San Francisco, invite applications for a Senior Court Staff Attorney to develop, implement and manage a Multi-Cultural Self-Help Center within the Court. As the vast majority of persons who will use the services of such a center are non-English speaking, the manager of such a unit will be required to be bilingual in English and in one of the languages described in this announcement. The Senior Court Staff Attorney will work closely with the Self-Represented Litigants' Task Force. This program is funded by a three-year grant and the Court anticipates continued funding beyond that period. As a result, the appointment will be as a full time permanent Senior Court Staff Attorney with the Court. The position will report directly to the Court Administrator for Civil.

**COMPENSATION:** $85,843 to $104,348 annually
$3,289 to $3,998 as paid biweekly

**FINAL FILING DATE:** The position will remain open until filled.
Please apply by **MONDAY, AUGUST 19, 2002** for earliest consideration.

**REPONSIBILITIES OF THE POSITION:**

The incumbent in this position will be responsible to:

- Develop, implement and manage a Multi-Cultural Self-Help Center.
- Direct staff.
- Develop materials and techniques to address the needs of multilingual, multicultural population.
- Provide legal information to limited English and non-English speakers.
- Provide referrals to other court based self-help programs and to Community Based Organizations
- Develop, implement and provide interpreter services to self-represented litigants.
- Coordinate program development and implementation with Community Based Organizations
- Work with evaluators to develop evaluation process

**DESIRABLE QUALIFICATIONS**

All applicants must have the following qualifications:

- Admission to the State Bar of California and a minimum of five years of post-bar legal experience.
- Fluency in English and one of the following languages: Spanish, Cantonese, Tagalog,

Vietnamese or Russian.

- Experience with either assisting self-represented litigants or working with low-income and/or limited English speaking populations.
- Familiarity of and experience working with Community Based Organizations ("CBOs.") that provide assistance to low income and/or limited English speaking populations.
- Excellent communication skills, both oral and written,
- Knowledge of computers and software used in professional legal work, such as word processing, spread sheets and Power Point.
- A working knowledge of probate, small claims, landlord/tenant, civil harassment, and family law is a plus.
- Experience establishing and implementing programs preferred, including the ability to monitor program design and execute on-going modifications.
- Self-motivation and ability to work independently.
- A sense of humor and ability to deal compassionately with persons in stressful situations is a must.

**Special Requirements:**

An incumbent may be required to pass a criminal history background check. Information discovered through such a background check may become grounds for dismissal from employment.

## HOW TO APPLY:

Interested applicants must submit a Court application, a resume and a one-page statement of qualifications, explaining why the applicant is interested in the position and why the applicant is qualified to perform the duties described herein. This application, resume and statement must be sent or delivered to the Personnel Office, 400 McAllister Street, Room 205, San Francisco, CA 94102.

Applications and attachments must be ***received*** by 5:00 p.m. on the final filing date, by personal delivery or U. S. Mail. Applications will not be accepted by FAX or any other electronic filing system. It is the responsibility of the applicant to insure that his/her resume is **received** by this office by the final filing time and date. Applications received after that date, regardless of when they were mailed or sent will not be accepted.

## SELECTION PROCESS:

Initial Screening: Applications, resumes and required statements of qualifications received before the deadline will be evaluated to determine if the candidate meets the minimum qualifications, as previously stated. The Court will further evaluate applications and select for interview only those candidates it deems may best meet the needs of the Court. Not all applicants will receive an oral interview.

Oral Interview: Selected candidates will be interviewed to determine their relative knowledge, ability, and skill levels in job related areas. It is anticipated that interviews will be scheduled during mid-September 2002. Selection as outlined herein will be in accordance with Superior Court Personnel Rule 9.

## APPOINTMENT INFORMATION:

Appointment to this position is to employment with the Superior Court of California, County of San Francisco. All positions with the Court are exempt from the civil service system of the City and County of San Francisco. Employment is subject to security clearance. Any false statement or omission of material fact may cause forfeiture of employment. Information presented on employment applications, resumes and attachments and during the selection process is subject to verification. Employees are prohibited from engaging in activities which conflict with the interests of the California Superior Court, County of San Francisco.

At the time of appointment to a position, all persons must possess a valid Social Security number. Employees in some classifications may be required to join an employee organization or pay an employee organization fee. Immigration laws require that all employees hired after November 6, 1986 must provide proof of work eligibility. At the time of employment, applicants will be required to submit originals of documents which verify both citizenship status or legal alien status as well as identity, such as a social security card and driver's license, a green card and a driver's license, or a valid passport.

### SALARIES AND BENEFITS

Appointments are generally made at the first step of the range indicated on this announcement with advancement to the second step of the salary range upon satisfactory completion of twelve months of employment. Subsequent increases up to the top step of the salary range will occur annually upon receipt of a satisfactory performance rating or as otherwise dictated by established pay provisions. All salaries are subject to payroll deductions.

Employees may choose from a variety of health and dental insurance plans, will be enrolled in a contributory retirement plan, will be eligible for paid vacation sick leave and holiday pay in accordance with the Court's benefit provisions, and will be eligible for a deferred compensation savings program.

THE SUPERIOR COURT OF CALIFORNIA, COUNTY OF SAN FRANCISCO, IS AN EQUAL OPPORTUNITY EMPLOYER. APPLICANTS SHALL NOT BE FAVORED OR DISCRIMINATED AGAINST BECAUSE OF RACE, RELIGION, SEX, NATIONAL ORIGIN, ETHNICITY, AGE, PHYSICAL HANDICAP, POLITICAL AFFILIATION, SEXUAL ORIENTATION, ANCESTRY, MARITAL STATUS, COLOR, MEDICAL CONDITION, OR OTHER NON-MERIT FACTOR.

REASONABLE ACCOMMODATION MAY BE MADE SO THAT HANDICAPPED APPLICANTS CAN PARTICIPATE IN THE SELECTION PROCESS. QUALIFIED CANDIDATES WITH DISABILITIES REQUIRING REASONABLE ACCOMMODATION FOR THIS EXAMINATION MAY CONTACT THE PERSONNEL OFFICE OF THE COURT *IN WRITING* AT THE 400 MCALLLISTER STREET, ROOM 205, SAN FRANCISCO, CA 94102, SPECIFYING THE EXAMINATION TITLE AND THE NATURE OF THE ACCOMMODATION BEING REQUESTED.

*For further explanation concerning any of the above information, contact*
*the Personnel Office of the California Superior Court, County of San Francisco*
*(415) 551-5936*

| FOR OFFICE USE ONLY<br>Reviewer _____ Date _____<br>_ Qualified<br>_ Hold – must submit:<br>By: _____<br>_ Rejected for:<br>_ Experience<br>_ Education _ Late Filing<br>_ Verification _ Other: | *SUPERIOR COURT OF CALIFORNIA*<br>*COUNTY OF SAN FRANCISCO*<br><br>EMPLOYMENT APPLICATION | Date Received |
|---|---|---|

**ANSWER ALL QUESTIONS - TYPE OR PRINT IN INK** **SUBMIT ONE ORIGINAL AND ONE COPY**

| Position I am applying for: **SENIOR COURT STAFF ATTORNEY** | | | FILE BY MONDAY, AUGUST 19, 2002 |
|---|---|---|---|
| Last Name | First Name | | Middle Initial |
| Street Address | Apt. No. | | Home Telephone Number<br>( ) - |
| City | State | Zip Code | Work Telephone Number<br>( ) - |

[x] [x] [x] - [ ] [ ] - [ ] [ ] [ ] [ ]

Last Six Digits of the Social Security Number

Other surname(s) I have used:

You may ☐ may not ☐ contact my present employer.

I am currently employed by the San Francisco Superior Court or by the City and County of San Francisco: _Yes _ No

If yes, Class Number and Title: _____ Unit or Division/Section: _____

I have a Driver License ☐ No ☐ Yes--If yes, Number: _____ Class: _____ State: _____ Expiration: _____

HAVE YOU, AS AN ADULT, EVER BEEN CONVICTED OF A CRIME, FINED, (EXCLUDING PARKING CITATIONS AND MINOR TRAFFIC OFFENSES) PLACED ON PROBATION OR GIVEN A SUSPENDED SENTENCE, IN ANY COURT OF LAW OR MILITARY COURT? (DO NOT INCLUDE JUVENILE OFFENSES IF THE RECORD HAS SUBSEQUENTLY BEEN SEALED BY COURT ORDER.) ☐ **YES** ☐ **NO**

**(PLEASE NOTE: A CONVICTION IS NOT AN AUTOMATIC BAR TO EMPLOYMENT. EACH CASE IS CONSIDERED ON ITS INDIVIDUAL MERITS.)**

| DATE OF CONVICTION | LOCATION OF CONVICTION | DESCRIBE NATURE OF OFFENSE | |
|---|---|---|---|
| | | | |
| | | | |

CERTIFICATION OF APPLICANT: (READ CAREFULLY) I hereby certify that all statements made in this application are true and complete to the best of my knowledge. I understand that any false, incomplete, or incorrect statement, regardless of when it is discovered, may result in my disqualification or dismissal from employment with the Superior Court of California, County of San Francisco. I hereby authorize all my employers and schools (unless otherwise noted on Page One) to release any and all information concerning me, including information of a confidential or privileged nature. I HEREBY RELEASE ANY AND ALL EMPLOYERS AND THE SUPERIOR COURT OF CALIFORNIA, COUNTY OF SAN FRANCISCO, FROM ANY LIABILITY OR DAMAGE WHICH MAY RESULT FROM FURNISHING THE INFORMATION REQUESTED.

DATE: _____ SIGNATURE OF APPLICANT _____

SAN FRANCISCO SUPERIOR COURT

# EMPLOYMENT APPLICATION

**CONTINUED...**

for **SENIOR COURT STAFF ATTORNEY (SELF-HELP), CLASS CODE 316C**

**TYPE OR LEGIBLY PRINT YOUR ANSWERS. IF A QUESTION IS NOT APPLICABLE, INDICATE THIS BY MARKING AN/A.≅ APPLICANTS MUST INITIAL EACH PAGE OF THE APPLICATION, AS INDICATED ON THE BOTTOM OF THE PAGE.**

**EDUCATION:**

1. Colleges and universities attended, dates, and degrees:

| SCHOOL | DATES | DEGREE |
|---|---|---|
| | | |
| | | |
| | | |
| | | |

2. Bar Membership
   Date Admitted:_____
   License #:_____

3. Continuing education courses completed within last 3 years:

| DATES | COURSE TITLE/DESCRIPTION |
|---|---|
| | |
| | |
| | |

4. Fluency in what language other than English? _____

5. Work Experience with self represented litigants or low income or limited English speaking populations:

| DATES | EXPERIENCE | SETTING (e.g., list employer) |
|---|---|---|
| | | |
| | | |
| | | |
| | | |

6. Experience in developing and managing programs:

| DATES | EXPERIENCE | SETTING (e.g., list employer) |
|---|---|---|
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| | | |

7. List any honors, prizes, or awards you have received:

_____

_____

_____

_____

_____

_____

**REFERENCES**

8. List five (5) individuals as references who are familiar with your abilities and personal character:

| NAME | RELATIONSHIP | ADDRESS | PHONE # |
|---|---|---|---|
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**CONFIDENTIALITY STATEMENT**

This form will be kept confidential and will be examined only the members of the selection panel, personnel office staff, in the normal course of their employment, and judges of the court. The individuals whom you have listed as reference above may be contacted by the panel, but no other employers, colleagues, or other individuals will be contacted without your prior approval.

You are reminded of the certification statement on the first page of this application which applies to all pages of this application.

OPTIONAL PAGE

SENIOR COURT STAFF ATTORNEY (SELF-HELP CENTER:

Name: _____

(Last) (First) (M.I.)

This information is voluntary and will not be used for employment decisions. Code: Circle the number that applies to you:

**[Circle one (1) category only.]**

1. **White** (not of Hispanic origin) - Persons having origins in any of the original peoples of Europe, North Africa, or the Middle East
2. **Black** (not of Hispanic origin) - Persons having origins in any of the Black racial groups of Africa.
3. **Hispanic** - persons of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race.
4. **Asian or Pacific Islander** (except Filipino) - Persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea and Samoa.
5. **Filipino** - Persons having origins in any of the original peoples of the Philippine Islands.
6. **American Indian or Alaskan Native** - Persons having origins in any of the original peoples of North America who maintain cultural identification through tribal affiliations or community recognition.
7. **Other**

GENDER: Check One: ☐ Male ☐ Female

SCCCSF App(02/01)

## ACCESS Intern Job Description

ACCESS' intern and volunteers provide individual assistance to self-represented customers of the San Francisco Superior Court with a range of legal issues. Interns and volunteers provide legal information, NOT legal advice, and assist litigants to complete Judicial Council forms, understand court procedures, draft court orders, translate, and understand their legal options. Currently, interns assist customers with small claims, civil harassment, name changes, gender changes, guardianships and unlawful detainers.

Additional duties include, but are not limited to: providing referrals to other legal service providers in the Bay Area; conducting research; writing memoranda; drafting instructional and educational materials for ACCESS' customers; observing court proceedings and assisting the court during those proceedings; participating in workshop instruction; answering customer requests via email or mail; and translation of materials into other languages.

At all times, ACCESS' interns and volunteers will be under the supervision of an attorney licensed to practice law in California. All the work performed by an intern or volunteer is reviewed by an attorney prior to leaving the center.

With an additional attorney position ACCESS can:

- expand our services to include assistance with procedural issues faced by all litigants in civil court such as continuances, service of process, responding to a complaint, stays of execution, pre-trial requirements, drafting of proposed judgments/orders, and enforcement of court orders
    - providing on site assistance to courtrooms with drafting of orders, judgments, explaining procedures (for e.g. defective service)
    - interpreting for non-English speakers during court proceedings
    - providing staff in Room 103 to answer basic questions and ensuring customers are sent to the right department and not floor to floor (for e.g. family law self-help vs. ACCESS, or where the Small Claims courtroom is, which forms to complete, etc)
- expand our email access and reduce the need for customers to come down to the courthouse to have simple procedural questions answered, thus also reducing the volume of customers in the clerk's office
- have phone access which, like email, would allow us to provide answers to the more simple questions obviating the need for litigants to come to the courthouse unless necessary
- increase our language and cultural competence by providing assistance in languages other than English and Spanish
- have back up when an attorney goes on vacation or is out sick
- conduct more outreach in community based organizations to focus on prevention and education
- improve ways of recruiting pro bono attorneys in conjunction with the Bar, improve referral systems to outside agencies and attorneys
- work on innovative ways to provide attorneys on a limited scope basis for pro pers handling civil cases
- help our court meet Recommendation #1 of the AOC's draft strategic plan for serving SRLs which states that self-help centers should be sufficiently staffed through additional training, more staff, and potential redeployment of existing staff. (Urging the courts to allocate further resources to self-help centers as well as serving SRLs is emphasized throughout the plan)

How ACCESS can help the court run more efficiently and effectively:

- by assisting pro per customers with their forms, with preparing their forms for filing, and explaining basic court procedures, we are making the filing process more efficient for the clerks in 103.
- papers are more complete for bench officer to make decisions
- litigants are more informed and better prepared, making courtroom more efficient
- drafting orders after hearing or proposed judgments results in more accurate and enforceable orders.
- providing volunteer interpreters results in fewer matters being continued in order for the parties to obtain their own interpreter.
- providing customer assistance helps the court improve the public's perception of the justice system and feel like they had meaningful access to the courts

- if parties feel that they were able to participate in their case, they are more likely to follow court orders
- with increased education and prevention, we can reduce the number of matters that come to court

Background:
We currently assist an average of 1300 drop in customers per month, 150 customers in workshops and 50 monthly via email. (About 25% of these customers are primarily Spanish speaking, 10% are Cantonese speaking and another 10% speak another language other than English at home.) We staff Dept. 218 on Civil Harassment calendars to assist litigants with Orders After Hearing and Reissuances, as well as court interpretation. We have been available to Family Law courtrooms for interpretation when needed. We conduct extensive outreach in Spanish and Chinese by holding clinics in community organizations and by the use of media such as TV and Radio. As these efforts continue, we expect our numbers of limited-English speaking customers will increase significantly.

In addition to one-on-one customer assistance, our administrative duties are increasing. We currently keep minimum data given our staffing constraints, and yet data entry alone is currently taking over 7 hours per week. With additional staffing, we would be able to improve our data collection mechanisms, crucial for demonstrating commitment to and compliance with the court's strategic plan. Updating our forms, instructions, referral handouts and templates is also taking added time as we take on more projects. Grant writing and other funding searches are also time consuming.

We need to expand hours and areas of law to be covered. Currently, we assist customers with Small Claims, Civil Harassment, Unlawful Detainers, Name and Gender Changes, and Guardianships. Given our current staffing levels, we cannot take on any other areas of assistance. Due to the need in civil for instructions and guidance for pro pers, we've developed some instructional packets on service of process and answering of complaints, but we are unable to offer any assistance to customers with these issues. We are also unable to meet the need from judicial officers facing the inability of pro pers to understand court procedures. When pro pers are referred to us from Law and Motion, trial departments or Trial Delay, we are unable to assist them, further delaying their cases and the court process. Similarly, the clerk's office sends pro pers to ACCESS for assistance when a default is entered, when a default request is rejected, when a case management statement is required, etc. We have to turn these customers away.

# *Certificate of Appreciation*

_____

*Thank You*

*for your gift of time and talent in*

*the San Francisco Superior Court's*

*ACCESS Center*

*this* _____ *day of* _____

*Presented by*

_____
*Robert L Dondero*
*Presiding Judge*

_____
*Cristina Llop*
*Director ACCESS*