

Volunteer Position Description: Court Navigator

**Title:** Court Navigator

**Purpose/Objective:** Support and advocate for survivors of domestic and sexual violence by supporting their short- and long-term needs as they navigate the criminal legal system.

**Description:** Court Navigators (CNs) assist survivors as they attend court hearings in both civil and criminal court. CNs provide emotional support and advocacy, as well as information on the legal system and survivor's options. They also provide support to the survivor's family, as applicable, during court hearings. Amidst COVID-19, CNs sometimes assist InterAct's Court Team with making reminder calls to clients about their upcoming hearings. CNs *do not* provide legal advice at any time. Through this crucial support and advocacy, CNs help InterAct fulfill its mission of saving lives, rebuilding lives, and securing safer futures.

**Skills/Qualifications:**

- ❖ Must be at least 21-years-old.
- ❖ Must have reliable transportation. However, during COVID-19, volunteer shifts are remote and *transportation is not needed at this time*.
- ❖ Must be able to electronically fill out forms and enter client information into our online database; proficiency in Microsoft Office and Google Suites is preferred.
- ❖ Must be able to use active listening skills to gain an understanding of clients' needs.
- ❖ Must be able to communicate clearly, compassionately, and in a nonjudgmental manner with clients.
- ❖ Must have a grasp on the complexities of domestic and sexual violence and be able to refrain from any victim-blaming or shaming to which survivors are already vulnerable.
- ❖ Must be able to understand and address the specific needs of marginalized communities – that is, be able to understand how various identities and intersections affect a survivor's experience, and respond appropriately.

**Key Responsibilities:**

- ❖ Must be able to commit to the role for at least 12 months.
- ❖ Report to the Wake County CourtHouse or report to the online system to meet with survivors, offer support, and share information about their options as survivors.

- ❖ Outside of COVID-19 times, CNs must be available 1-2 days a month during regular business hours starting at 9am at Wake County's Courthouse.
- ❖ Amidst COVID-19, conduct hearing reminder calls to survivors and assist InterAct's Court Team with other related tasks.
- ❖ Provide empowerment-centered counseling and advocacy.
- ❖ Collaborate with staff to provide appropriate support to all clients.
- ❖ Handle crises calmly and maturely.
- ❖ Be a team player with staff, interns, and fellow volunteers.
- ❖ Alert your supervisors when assistance or additional training is needed.

**Training & Support:**

- ❖ Twenty-hour core training covering many in-depth topics: Domestic Violence 101, Sexual Violence 101, Legal Topics, Crisis Counseling, and more.
- ❖ Eight-hour topic training on the specifics of the CN role.
- ❖ Shadowing shifts of existing CNs in the courtroom.
- ❖ Regular volunteer meetings to discuss best practices, legislative updates, case scenarios, etc.
- ❖ Per a mandate from the NC Council for Women, CNs proactively engage in 20 hours of continuing education each fiscal year (July 1-June 30).
- ❖ Ongoing supervision from staff, as needed or desired.

**Location and Hours:** Typically, volunteer shifts occur on-site at Wake County's civil and criminal courtrooms during business hours. However, during COVID-19, *training and volunteer shifts are fully remote.*

**Supervisory Staff:**

- ❖ Jordan Ferrick, Court Navigator Program Coordinator
- ❖ Tara Corbett, Volunteer Coordinator & Clinical Supervisor