Legal Access Navigator

Volunteer or Internship Position Description

Position & Responsibilities

Role Summary

Tubman Legal Access Navigators implement person-centered and culturally grounded practices to people of all ages, genders, and backgrounds through safety planning, connection to Tubman services, emotional support, and referrals to community organizations. Legal Access Navigators deliver empathetic guidance via phone, e-mail, and in-person to individuals seeking legal services and other resources at Tubman and in the community.

Impact & Benefits

- Support people who are impacted by relationship violence, need for legal help, mental or chemical health challenges, and other forms of trauma
- Work toward removing barriers and ensuring equitable access to services

Position Responsibilities

- Provide non-judgmental, culturally competent, trauma-informed, and client-centered support
- Work with clients to complete Legal Intake forms, gathering information to assess eligibility and support legal staff
- Refer clients seeking Orders for Protection or Harassment Restraining Orders to Tubman legal advocates or community providers
- Provide support, advocacy, and information about Tubman programs including legal, shelter, housing, mental & chemical health, youth, outreach, and other programs
- Connect clients to community partners for additional services and basic needs resources

Qualifications & Expectations

Position Qualifications

- Ability to work well with those experiencing crisis and/or trauma, remaining calm and client centered throughout in-depth, extensive, and sometimes emotional conversations
- Strong interpersonal communication skills, including empathetic listening and the ability to respond appropriately and respectfully to clients
- Experience in customer service, crisis intervention, human services-related work preferred
- Ability to work independently and as part of a team, resourcefulness, emotional maturity
- Personal and/or professional experience with people from diverse backgrounds, identities, and lived experiences
- Uphold an openness to learning and commitment to enhancing skills through training, supervision, and coaching
- Ability to maintain a working knowledge of Tubman's services and other community resources
- Comfortable using a computer including basic computer programs, researching the internet, utilizing excellent organizational skills, and writing professional emails
- Multi-cultural and multi-lingual applicants will be strongly considered

Black, Indigenous, and people of color, multilingual speakers, people of all gender identities, people with disabilities, and veterans are all encouraged to apply.

Time Commitment & Availability

- 8 hours/week for a minimum of 9 months preferred, including orientation and training
- Available shifts: Monday-Friday 9 am-1 pm & 1-5 pm
- Attend one team meeting a month

Supervision & Training

- Attend Tubman's five-part Intern/Volunteer Orientation and Training series
- Supervision and support provided by Tubman's legal services team

Organization

Tubman offers safety, hope, and healing to people of all ages, genders, and cultural backgrounds who are facing relationship violence, sexual assault, exploitation, homelessness, addiction, mental health challenges, or other forms of trauma. We provide safe shelter and housing, legal services, mental and chemical health services, youth programs, and more. www.tubman.org

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