

Triage Help Desk Personnel

- Represent the Domestic Violence Division by ensuring a constant presence at the Help Desk to greet and direct individuals who enter the first floor Screening Room. Remain at or immediately around the Help Desk to ensure coverage except during permitted breaks and lunch.
- Provide bilingual Spanish-English assistance at the Help Desk for check-in and triage purposes
- Check-in all those seeking relief as petitioners for orders of protection, civil no contact orders and stalking no contact orders.
- Complete data entry for check-in of all petitioners. Archive data at the close of business each day.
- Distribute the Victim Packet in English and Spanish to each individual who is checked into the data system.
- Direct respondents/defendants to the proper rooms if they enter the first floor screening area.
- As part of the check-in process, direct individuals with police reports to the State's Attorney's office for screening purposes. In the afternoon when first floor screening office is closed, call the State's Attorney's Office before sending an alleged victim who had a police report up to the State's Attorney's Office.
- Assess the civil petitioners' answers to a series of questions and use the triage criteria to link to appropriate order of protection assistance while noting the results in the data base.
- Assess petitioners' status as parents with children in common with respondents in order to identify those who may require attention to child related relief as part of the safety assessment for an Order of Protection.
- Link individuals to law students or lawyers or advocates based on the triage criteria assessment and note the actual assignment that was achieved within the data base.
- Refer individuals in need of pro se assistance to the Clerk's Office when not linked to another source of assistance.
- Link all petitioners in need of pro se assistance with motions and/or alias summons to the Clerk's Office.
- Answer the Help Desk phones and redirect calls to appropriate resources.
- Distribute courthouse mail to appropriate mail boxes on a daily basis. Sign for mail which is delivered to judicial personnel.
- Monitor the supply of pleadings and other forms for the law student/ pro bono lawyer project and notify appropriate source to ensure that there is a constant supply available.
- Use Google address search to assist petitioners in the identification of a specific address needed for pleadings.
- Direct people in need of additional support to the Help Line, the State's Attorney's Office Resource Center, Resource Information Advocates or on-site domestic violence legal advocates.
- Link individuals with legal questions or questions regarding the court procedures to an appropriate source of information while ensuring that Help Desk personnel do not offer legal advice or specific case strategy advice to those seeking assistance.
- Offer appropriate brochures and handouts that may assist someone in gaining insight and knowledge regarding their options.
- Ensure respectful environment is maintained by notifying the Sheriff's Office when there appears to be a security issue or disruptive individuals who represent a safety concern.
- Ensure that no cell phones are used in the screening area.
- Refer petitioners to the Children's Room as appropriate.

- Assist the Court Administrator in the periodic review of the Help Desk data and procedures.
- Participate in Office of the Chief Judge staff meetings and other meetings as assigned.
- Other duties as assigned.

Required Qualifications: bilingual Spanish-English; knowledge of domestic violence including completion of the 40 hour DV training program