HYBRID INTERNSHIPS: COURT SERVICE CENTERS

This is an exciting opportunity to join our Court Service Centers (CSCs) Internship, Volunteer and Fellowship Program. This internship may be hybrid, fully in-person, or fully remote, depending on your stated preference and the needs of the centers across the state. In addition to opportunities at our brick-and-mortar locations, there are also opportunities in our Virtual Court Service Center which serves as our statewide call center. You do not need to live in MA, but you do need to be authorized to work or volunteer in the United States.

We are looking for interns, volunteers and fellows who are interested in gaining hands-on experience within the Massachusetts Trial Court while helping underserved populations gain access to the court system.

The number of hours you spend with us is flexible (part-time or full-time). CSCs work hours are Monday through Friday from 8:30 a.m. to 4:30 p.m. At our local centers, we provide in-person services on Tuesdays and Thursdays; and remote services on Monday, Wednesday, and Friday. The Virtual Court Service Center provides remote services Monday through Friday. Your start and end date are also flexible and will be coordinated with your immediate supervisor, if selected.

You will learn about:

- Common legal issues in Probate and Family, Housing and District Court
- Challenges within the court system faced by members of underserved communities
- How to complete court forms
- Basic substantive and procedural law
- Social and legal services organizations
- Interviewing and triage skills

Duties may include the following:

- Greeting and triage court users- assist with identifying legal issues and needs
- Administrative tasks (data entry, retrieving messages, copying, filing, etc...)
- Providing legal information in Family, Housing, and some Criminal law issues
- Helping court users completing paperwork
- Researching local resources
- Making referrals to legal aid, community organizations and court departments
- Developing plain-language self-help materials for litigants

What we are looking for:

- Experience or interest in working with people of diverse backgrounds
- Able to work independently as well as part of a team
- Able to remain calm under pressure
- Committed to learning about legal processes, the court system, and available resources
- Experience or interest in customer service
- Commitment to public service
***WE ARE COMMITTED TO CREATING AN ENVIRONMENT OF DIVERSITY, MULTICULTURALISM, AND INCLUSION. CANDIDATES WHO SPEAK A SECOND LANGUAGE ARE ENCOURAGED TO APPLY.***

Please submit your resume and a cover letter on Handshake or email mary.klaes@jud.state.ma.us, and address the following:

- Why do you want to work at the Court Service Centers?
- What paid or unpaid experience have you had that might prepare you for this position?
- What is your availability? (e.g., Tuesday & Wednesday all day) Are you interested in in-person, hybrid, or remote?
- Which Court Service Center(s) you would like to apply to (you may list one or more centers specifically or asked to be considered for all)?
- Are you seeking credit through your school, under a scholarship, or are you in a work-study connected program?

** Please note that all students who choose to intern (in-person or virtual) will need to show proof of vaccination or weekly testing. Additionally, there is required paperwork (CORI, I-9, with supporting documentation, Policy and Procedures).

**About the CSCs:** The CSCs are committed to providing access to justice to self-represented litigants. We seek to provide comprehensive legal information and access to resources to court users without attorneys who have cases in Family Court, Housing Court and District Court in MA. For more information about CSCs, visit [https://www.mass.gov/service-details/learn-about-court-service-centers](https://www.mass.gov/service-details/learn-about-court-service-centers).

**Court Service Center Locations:**
- Boston
- Brockton
- Lawrence
- Lowell
- Greenfield- Contact Mary G. Klaes, Esq., CSC Manager by email: mary.klaes@jud.state.ma.us
- Springfield
- Virtual Court Service Center (call center)
- Worcester