



**5th JUDICIAL DISTRICT OF PENNSYLVANIA
COUNTY OF ALLEGHENY
PITTSBURGH, PENNSYLVANIA**

POSITION: Housing Court Help Desk *Intern*

LOCATION: Civil Division
City-County Building, 1ST Floor
414 Grant Street
Pittsburgh, PA 15219

STATUS: Temporary

SALARY: Non – Paid Field Placement

HOUSING COURT SYNOPSIS: A special problem solving court within the Civil Division, which hears all disputes involving residential landlord tenant cases (which include the rental of property involving a mobile home), statutory appeals from public housing, federal Section 8 grievance hearings, and all summary appeals relating to code enforcement matters involving properties leased or rented to residential tenants. The Housing Court's mission is to adjudicate all matters presented by litigants within its jurisdiction regarding housing matters (landlord/tenant) in a fair, efficient, and timely manner according to the rule of law and the facts presented. In accordance with this mission, the Housing Court Help Desk, through its operating philosophy and business practices, strives to present a citizen-oriented process to maximize access to justice for all such litigants. All members of the Housing Court Help Desk are committed to this mission and process to fulfill our role within the judicial branch.

INTERN JOB SUMMARY:

This internship supports the Allegheny County Court of Common Pleas Housing Court Help Desk. Duties include assistance with scheduling, manning the help desk, working with Housing Court Judge and staff, and assisting litigant's/consumers with Housing Court filings and referral to additional resources that would aid the litigant.

QUALIFICATION REQUIREMENTS:

- Currently enrolled in Masters Degree in Social Work program required
- Background in housing, landlord-tenant interface preferred
- Good working knowledge of non-profit housing programs preferred
- Ability to communicate with court staff, the coworkers, and the public in a professional and courteous manner
- Excellent customer service skills
- Knowledge of Microsoft Office Products
- Knowledge of office procedures and ability to operate office equipment
- Ability to take accurate/complete messages
- Good organization skills
- Detail oriented with the ability to manage multiple responsibilities and tasks
- Collaborative and team supporter
- Excellent verbal and written communication skills
- Ability to work with vulnerable populations without personalizing other's stress
- Strong sense of professionalism, healthy boundaries and personal limits
- Experience with diverse populations
- Knowledge of at-risk population and crisis management

EQUAL OPPORTUNITY EMPLOYER

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Assist with help desk, answer questions in person, and operation of the Housing Court helpline
- Assist in scheduling Arbitration hearings and motions for the Housing Court
- Assist in the support of the Housing Court Judge with administrative tasks
- Interact with pro bono lawyers practicing in Housing Court
- Demonstrate Ethical and Professional Behavior
- Engage Diversity and Difference in the Housing Court Division
- Engage in Housing Court Policy Practice
- Assist with the implementation and maintenance of the Housing Court Help Desk
- Assist in the development, implementation, and ongoing support for all Housing Court Help Desk efforts
- Assist in outreach, direct litigant/consumer services and resource coordination.
- Assist in supporting direct litigant/consumer services, the intern will provide intake, assessment, referral, and follow-up
- Assist in identifying and recommending changes in housing court policies, procedures, and eligibility criteria to maximize resources for the target population.

OTHER DUTIES & RESPONSIBILITIES:

- Perform other related duties as required/assigned.

WORK REQUIREMENTS:

Ideally, the internship will be at least 3 full-time days per week between Monday through Friday from the hours of 8:30 a.m. to 4:30 p.m. Any variations of times can be discussed at the time of interview. The student must be available from the end of August 2020 through the end of April 2021.

HOW TO APPLY:

Candidates interested in applying for this position notify their assigned Field Education Coordinator during the matching process. The Field Education Coordinator will share the student's cover letter, resume, and three professional references with the internship supervisor.

**5TH JUDICIAL DISTRICT OF PENNSYLVANIA
DEPARTMENT OF COURT RECORDS – HOUSING COURT DIVISION
414 GRANT STREET 1ST FLOOR
PITTSBURGH, PA 15219**

EQUAL OPPORTUNITY EMPLOYER