



## Legal Reference Assistant (in person, summer 2025)

### About this position

This position offers an opportunity to provide direct services to members of the public, as well as to create self-help resources and contribute to the administration of an early-stage nonprofit organization.

The legal reference assistant will staff the JusticeAccess reference desk for both virtual and in-person shifts, during which the reference assistant will meet with patrons, conduct reference interviews, and locate relevant legal information for the patron. Legal research will be conducted using Fastcase and information available on the open web. In addition to information, the reference assistant may provide targeted referrals to appropriate legal services organizations.

When the reference assistant is not staffing the reference desk, they will be engaged in other activities supporting JusticeAccess's work to improve access to justice. These activities may include creation and/or review of self-help resources, outreach to neighborhood organizations and social service agencies, drafting grant applications, supporting social media engagement, and writing articles for publication in law or library publications.

### Required qualifications

1. Legal research.
2. Customer service. The candidate must also have customer service experience. This requirement can be met by paid or volunteer work in any setting.

### Preferred qualifications

1. Knowledge of DC law, regulations, and court structure.
2. A connection to Washington, DC, such as living or attending school here either currently or in the past.
3. Native-level fluency in Spanish, Amharic, or any other language spoken by immigrant communities in DC, or American Sign Language.

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a nonprofit mobile law library providing access to print and online legal information resources, supported by reference assistance provided by law librarians, in communities within the District of Columbia that are underserved by traditional law libraries

## **Other expectations**

This is an in-person position with a substantial videochat component. The legal reference assistant must have their own computer with webcam. JusticeAccess will provide a workspace with adequate bandwidth to support video conferencing, and a space to work where conversations cannot be overheard. Working hours for this position are noon-8pm, Monday-Thursday, and 10am-6pm on Sunday, with some flexibility. Patron confidentiality is imperative.

## **Compensation:**

This position is unpaid with the understanding that the student will receive funding from their school for public interest work.

## **How to apply:**

Send your resume and cover letter to [director@justiceaccess.org](mailto:director@justiceaccess.org). The cover letter may be a separate document or may be the text of your email message. In your cover letter, please share both why you are a good candidate for this position and why this position interests you. For both the cover letter and resume, the content is more important than the format.

Applications will be reviewed as received.

## **About JusticeAccess**

JusticeAccess was founded in 2021 to address the high barriers to legal information for non-lawyers in Washington, DC. We are committed to values of diversity, equity, inclusion, and continuous improvement. JusticeAccess is a law library prioritizing low-barrier reference service rather than a print collection. We provide this service through our virtual reference desk, by mail for incarcerated neighbors, and in person at community events. We will also partner with public librarians and social service organizations to bring legal information through trusted community members.

## **Hiring policy:**

JusticeAccess is an equal opportunity employer, committed to inclusive hiring and dedicated to diversity in our staff. No employee or applicant for employment or services will be discriminated against because of race, color, religion, national origin, age, sex, disability, sexual orientation, political affiliation, family responsibilities or family status, veteran's status, or any other basis prohibited by law, including the D.C. Human Rights Act and Language Access Act.

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We strongly encourage persons of color, women, LGBTQ+ individuals, veterans, persons with disabilities, returning citizens, and persons from other underrepresented groups to apply.

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