



What our interns and volunteers are saying

"I'm happy to have been part of a team that ensures access to justice because it is crucial in making sure everyone has their rights protected, especially in underserved communities."

Ted, Brockton CSC

"Working at the CSC provides a great hands-on opportunity to work with court users. I enjoyed the ability to work both in the courthouse and virtually."

Saieh, Springfield CSC

"Never before have I felt so trusted as an intern, and through gifting me this trust they allowed me to learn, grow, and gain confidence in my own abilities."

Ann, Lawrence CSC

"The CSCs are filled with people who truly care for the people they are helping and, even if they can't help, they still have a plethora of resources and connections that they are willing to provide."

Gabby, Greenfield CSC

"My favorite aspect of interning at the CSCs is working one-on-one with litigants and making a difference in their lives."

Kana, Worcester and Virtual CSC

"My experience working in the CSC has been nothing short of amazing. Working alongside experienced attorneys and interns has provided me a wealth of Court knowledge and countless amazing experiences."

Robert, Boston CSC

Interning with the CSCs has helped me develop critical interviewing and active listening skills that I can apply in school, my career, and life situations."

Jennifer, Lowell & Virtual CSC

THE EXPERIENCE

This is an exciting opportunity to join our Court Service Centers (CSCs) Internship and Volunteer Program. The CSCs are committed to providing access to justice to self-represented court users with legal issues in Massachusetts.

We are looking for interns and volunteers who are interested in gaining hands-on experience within the Massachusetts Trial Court while helping underserved populations gain access to the court system. These unpaid internship and volunteer positions offer both in-person and remote opportunities allowing you to apply and be considered for multiple locations across the state.

CSCs seek to provide comprehensive legal information and access to resources to court users without attorneys, who have cases in Probate & Family Court, Housing Court, Boston Municipal and District Courts. All CSCs conduct intakes with self-represented litigants, help prepare court forms, identify legal issues and needs, and make proper referrals, among other tasks. In addition, the Virtual Court Service Center (VCSC) staff operate the Virtual Triage Call Center each day.

The number of hours you spend with us is flexible (part-time or full-time). CSC hours of operation are Monday through Friday from 8:30 a.m. to 4:30 p.m.

For more information about CSCs and our locations, visit us at:

<https://www.mass.gov/orgs/court-service-centers>



COURT SERVICE CENTERS INTERNSHIP AND VOLUNTEER PROGRAM



Painting of Edward W. Brooke Courthouse by
Amy Tong, Boston CSC Intern 2019



QUALIFICATIONS

- Experience or interest in working with people of diverse backgrounds;
- Ability to work independently as well as part of a team;
- Ability to remain calm under pressure;
- Committed to public service and to learning about legal processes, the court system, and available resources;
- Experience or interest in customer service;
- Complete a CORI check and be eligible to work or volunteer in the United States;
- Minimum availability and commitment requirements vary by location;
- Applicants must be residents of Massachusetts or attend school in Massachusetts to be considered for this opportunity; and
- Candidates with a fluency in a second language are encouraged to apply.



HOW TO APPLY

Interested applicants should apply by using the QR code or website below. Applicants will be asked to submit a resume and cover letter addressing the following questions:

- Why do you want to work at the Court Service Centers?
- What experience do you have that might prepare you for this position?



<https://www.mass.gov/info-details/court-service-center-unpaid-internships>



YOU WILL LEARN ABOUT

- Access to Justice issues;
- Trial Court departments and their jurisdictions;
- Interviewing and triage skills;
- Court forms available to the public and how to complete them; and
- Social service resources.



DUTIES MAY INCLUDE

- Greeting court users, assessing needs, and explaining available services;
- Interviewing court users about their needs;
- Assisting court users complete court forms;
- Researching community resources; and
- Working on important individual and group projects.