

## **King County Resource Line Volunteer Description**

1. Conduct intake sessions on the King County Resource Line. The line is open M-F from 9a-1p.

Volunteer accomplishes the responsibility by completing the following tasks:

- Staff the hotline for at least one, 4-hour shift per week for 10 weeks. Volunteer will gather relevant legal, income and demographic information. Volunteer will need to use their own computer. Five9 software provided by KCRL.
- Complete electronic intake forms, draft case opening memos and enter data into Legal Server database.
- Review cases with supervising attorney on KCRL to develop action plan; transfer call if appropriate.

2. Provide negotiation, legal information, referrals and self-help support to individuals under direction of supervising attorney and in compliance with Rules of Professional Conduct.

Volunteer accomplishes the responsibility by completing the following tasks:

- Develop and maintain knowledge of landlord-tenant law.
- Inform tenants of eviction procedures and timelines before an actual eviction might happen and help pro se renters file Notice of Appearance if they have an unfiled summons and complaint.
- Provide relevant written materials, pro se forms, follow-up legal information and basic advice as requested by supervising attorney.
- Consider how much the tenant is able to do for themselves. Consult with supervising attorney whether law is violated by landlord and what governmental agencies should become involved.
- Provide other relevant social & legal service referrals.
- Identify renters that may need to have representation and flag them for discussion at weekly Case Acceptance meeting. Meeting attendance via Zoom is optional on Wednesday from 2-3:30p.

**For further information, please contact Beth Ellington at the Tenant Law Center at 206.507.2128 or [bethe@ccsww.org](mailto:bethe@ccsww.org)**