Ryan L. Butler
Clerk of Circuit Court & Comptroller
P.O. Box 1028
Vero Beach, FL 32961-1028
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JOB VACANCY NOTICE

Job Title: **SHC Outreach Specialist**	Position **#2026-0012-109**
Department: **Pro Se**	Posting Date: **11/5/2026**
Entry Salary: **$1,884.62 biweekly**	
Job Type: **Full-Time Exempt**	

MAJOR JOB DUTIES:

Assists in coordinating the daily operations of the non-courthouse sites of the Access to Justice Self Help Center (Center) and supports SHC Director in performing administrative work related to the Center. Provides efficient, effective, and appropriate services for pro se litigants in Indian River County with family law, small claims, and residential landlord/tenant cases. Participates in and supports community outreach efforts throughout Indian River County (IRC) to increase access to and understanding of the judicial process.

NECESSARY SKILLS:

- Considerable knowledge of laws, regulations, rules, and operational policies, practices and procedures related to Civil and Family Courts, including but not limited to the Florida Supreme Court's approved forms.
- Ability to plan, organize, assign, and coordinate department workload and meet deadlines.
- Ability to use independent judgment and be self-motivated.
- Must possess a valid Florida Driver's License and be able to safely drive an automobile.
- English/Spanish bilingual preferred.

LOCATIONS/HOURS:

Monday/Tuesday:	**Wednesday/Thursday:**	**Friday:**	**Weekend/Night Events:**
8:00-4:30 Courthouse 2000 16th Ave, Vero Beach, 32960	8:30-5:00 United Against Poverty 1400 27th St Vero Beach, FL 32960	8:30-5:00 North County 1921 US Hwy 1 Sebastian, FL 32958	Approximately 20-25 hours per year.

SHC OUTREACH SPECIALIST

DEPARTMENT: Self Help Center (SHC)

MAJOR PURPOSE OF JOB:

Under general direction from the SHC Director, assists in coordinating the daily operations of the non-courthouse sites of the Access to Justice Self Help Center (Center) and supports SHC Director in performing administrative work related to the Center. Provides efficient, effective, and appropriate services for pro se litigants in Indian River County with family law, small claims, and residential landlord/tenant cases. Participates in and supports community outreach efforts throughout Indian River County (IRC) to increase access to and understanding of the judicial process.

MAJOR JOB DUTIES:

1. Regularly provides staff support and oversight for non-courthouse SHC sites throughout IRC. As needed, will provide staff support and oversight for Courthouse SHC. Through meeting deadlines, prioritizing, and organizing workloads, operates in a complex, high-energy, high-volume environment. Addresses issues and difficult, emotionally-charged situations with professionalism and tactfulness. Researches and monitors the law, forms procedures and best practices to assist in the strategic direction of pro se services countywide. Trains and educates others in the use of the Center's resources.

2. Provides procedural and technical assistance and information to pro se litigants, including reviewing case files, assisting in obtaining and reviewing necessary forms, providing referrals to community-based services and working with and coordinating hearing time with case managers and other court personnel. Responds to complex customer issues and answers non-legal court procedural questions posed by pro se litigants or court personnel.

3. Coordinates with pro bono attorneys to provide consultation sessions with pro se litigants. Maintains schedule for attorney consultations. Confirms consultation links with attorneys and litigants. Sends out feedback emails to attorneys. Assembles paper packets. Checks state website for updated forms for kiosk and SHC. Reviews survey results.

4. Assists in deploying new pro se services and programming under the Access to Justice Initiative. Builds alliances with Court, legal, and community stakeholders, including, but not limited to, the United Way of Indian River County and the John's Island Community Service League, and promotes the pro se services provided by the Access to Justice Initiative. Assists SHC Director in identifying available resources and varied services to synergize with and leverage pro se effort. Forms and maintains working relationships in order to provide outreach within the county. Travels to various community organizations, such as United Against Poverty, for outreach purposes. Develops communications for customers and community stakeholders.

5. Compiles and analyzes SHC's case and program data. Maintains record/filing system and implementation and expansion of the program. Prepares reports and presentations based on the collected data. Supports SHC Director in providing regular updates to community stakeholders overseeing the Access to Justice Initiative. Attends presentations for funding to convey program's success and travels to meetings of community stakeholders to provide updates about the Center.

6. Other duties as required under the supervision of the SHC Director that may support the mission and function of the Clerk's Office.

(These Major Job Duties are not a complete statement of all duties required of the job. Incumbent will be required to perform such other related job duties as may be assigned or required.)

PREFERRED QUALIFICATIONS:

KNOWLEDGE, SKILLS AND ABILITIES:

- Considerable knowledge of laws, regulations, rules, and operational policies, practices and procedures related to Civil and Family Courts, including but not limited to the Florida Supreme Court's approved forms.
- Considerable knowledge of the Clerk's Office organization, functions, and operating policies and procedures.
- Considerable knowledge of specialized software utilized by the Clerk's Office.
- Ability to establish and maintain effective working relationships with other Clerk's Office personnel, judges, court personnel, attorneys, community stakeholders and other public agencies, unrepresented litigants, and members of the general public.
- Ability to effectively deliver presentations and information to various sized groups of people of varying socioeconomic statuses and answer questions about the information being presented.
- Ability to plan, organize, assign, and coordinate department workload and meet deadlines.
- Extensive knowledge of business English, including, but not limited to, spelling, grammar, and punctuation.
- Ability to operate with appropriate speed and accuracy a computer and various standard office equipment.
- Ability to communicate effectively in oral and written forms and understand and follow simple to complex oral and written instructions.
- Ability to use independent judgment and be self-motivated.
- Must possess a valid Florida Driver's License and be able to safely drive an automobile.
- English/Spanish bilingual preferred.

EDUCATION AND EXPERIENCE:

- An Associate's Degree or higher in a legal-related field with one (1) year of job-related experience, or in lieu of a degree, two (2) years of direct professional related experience in a job-related field.

PERSONAL WORK RELATIONSHIPS:

- Clerk's Office employees: accomplishing job duties.
- Judges, court personnel, attorneys, community stakeholders and other public agencies, unrepresented litigants, and members of the general public: problem solving and giving, receiving, and interpreting information in order to render service.

ESSENTIAL PHYSICAL SKILLS AND WORK ENVIRONMENT:

- Works in a standard office environment, normally seated, but confined to the work area for extended periods of time.
- Ability to safely drive an automobile. Incumbent will be exposed to traffic conditions, inclement weather, etc., while traveling to non-courthouse SHC sites, meetings, and functions.
- Required physical abilities include but are not limited to: the ability to remain alert; sitting/standing; bending/squatting; climbing/reaching; crouching/kneeling; pushing/pulling; speech and hearing as required for verbal and telephone conversation; visual acuity and clarity either assisted or non-assisted including full field of vision, color and depth perception as required for daily tasks of communication, filing, reviewing paperwork, computer operation, etc.; repetitive action and manual dexterity, fine manipulation and motor skills; lifting and carrying moderately heavy objects (approximately 10-15 pounds).
- Regular in office attendance is required.

Reasonable accommodation will be made for otherwise qualified individuals with a disability.

APPROVED: Ryan L. Butler Digitally signed by Ryan L. Butler Date: 2026.11.03 14:47:17 -05'00'

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