

LEGAL INFORMATION SOCIETY OF NOVA SCOTIA

Small Claims Court Navigator Job Description

1. General Objective

The objective of a Small Claims Court Navigator is to help self-represented individuals looking for information at the Nova Scotia Small Claims Court. Information materials to be shared include those created for the Small Claims Court Navigator Program by the Legal Information Society of Nova Scotia (“LISNS”) including the Small Claims Court App (www.legalinfo.org).

2. Commitment to Impartiality

Small Claims Court Navigators must treat all self-represented individuals equally and fairly. Small Claims Court Navigators must avoid taking sides with the people that ask for help and sympathizing with any cause.

Small Claims Court Navigators will use the LISNS lawyer referral service as appropriate.

Small Claims Court Navigators will not accept money or presents from self-represented individuals or lawyers in exchange for services.

Limitations to the role

Small Claims Court Navigators cannot provide legal advice. The role is limited in scope and in accordance with the information materials prepared by LISNS.

If a self-represented individual asks for legal advice, the Small Claims Court Navigator should 1) explain the difference between legal information and legal advice, 2) inform them that legal advice can only be given by a lawyer and 3) direct them to an information source where they can be referred to a lawyer or obtain legal information.

Small Claims Court Navigators are not in a position to apply the law to the facts or to know what is the best course of action for a self-represented individual or do additional legal research for the party seeking help. The Small Claims Court Navigator can undertake a research request when the research is relevant to the provision of legal information.

Small Claims Court Navigators will only help self-represented individuals fill out forms to the extent that the informational materials indicate. They will not advise on whether an argument is persuasive or help fill forms that they have not been trained to fill.

In cases when the Small Claims Court Navigator is not sure whether information could represent legal advice the information will not be disclosed and the Small Claims Court Navigator will consult with an appropriate supervisor.

Confidentiality

Small Claims Court Navigators will not disclose information shared with them during the course of their work.