

**IMPORTANT: DATE STAMP THIS NOTICE AND POST IMMEDIATELY ON ALL BCGEU BULLETIN BOARDS. DO NOT REMOVE UNTIL AFTER THE CLOSING DATE BELOW.**

**LEGAL SERVICES SOCIETY  
POSTING**

**TO:** LSS STAFF (cc: BCGEU)

**FROM:** HUMAN RESOURCES DEPARTMENT

**POSITION:** ADMINISTRATIVE LEGAL ASSISTANT/INTAKE LEGAL ASSISTANT, PARENTS  
LEGAL CENTRE (PLC) – SURREY

ONE REGULAR FULL-TIME POSITION

This position is not on the modified workweek

**COMPETITION NO:** B006-19

**DATE POSTED:** APRIL 11, 2019

**CLOSING DATE:** APRIL 25, 2019

**STARTING DATE:** ASAP

**SALARY:** Job Class 9 (\$44,649 - \$50,987) “under review”

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**This position works closely with the PLC lawyer(s) and paralegal(s)/advocate(s). It is located at the PLC office and has a child protection focus. Attendance at the Surrey courthouse on list days may be required. This will include occasionally performing intake services at PLC Vancouver.**

**PRIMARY FUNCTION:**

Provide administrative and legal secretarial support for the Managing Lawyer, Staff Lawyer, roster lawyers and/or Paralegal/Advocate. Provide front line services to the public for in-person, online and telephone legal aid programs including intake services. Provide legal information and assess eligibility and suitability for services.

**The following job duties are illustrative examples, and shall not be construed as an exhaustive description of all the work requirements that may be inherent in the job.**

**DUTIES:**

**1. PROGRAM COORDINATION:**

- a) Coordination of the day to day running of the program operations;
- b) Assist with the implementation and delivery of the program;
- c) Create and maintain program processes, policies and procedures, manuals, and records management;
- d) Process and maintain program data, databases, data input and reporting; and
- e) Maintain quality control of operating policies established by the lead lawyer and program team.

**2. ADMINISTRATION:**

- a) Draft, produce routine correspondence and legal documents, answer telephone inquiries, provide information on services offered or direct to other community resources;
- b) Provide administrative support to the Managing Lawyer, Staff Lawyer, roster lawyers and/or paralegal/advocate(s) including ensuring time keeping is entered into systems;
- c) Order pamphlets and office supplies, call for equipment repairs, and maintain library material;
- d) Develop and maintain filing system, including storage and destruction;
- e) Develop and maintain client file lists, and client records in the database and other LSS systems;
- f) Provide required documents to lawyers, clients, and other external contacts as required and respond to follow-up requests and or problems regarding referrals and contracts;
- g) Maintain a “bring forward” system, limitation diary, calendar, and calendar shared with roster, Staff and Managing Lawyers;
- h) Maintain and reconcile petty cash fund; remit for reimbursement; and
- i) Orient, train, schedule, and provide guidance to new and casual staff and roster lawyers as required.

**3. CLIENT FILE MANAGEMENT:**

- a) Open, process, maintain and close case files;
- b) Contact lawyers to arrange services, make referrals to private bar lawyers, or other agencies;
- c) Book appointments for the lawyer(s) and/or paralegal/advocate(s), coordinate scheduling of client appointments, maintain and update the calendar shared by lawyers, contact lawyers to arrange client services;
- d) Enter data into LSS referral program and process and issue contracts; and
- e) Monitor the message centre and respond to client enquiries and messages.

#### **4. INTAKE SERVICES / PUBLIC LEGAL EDUCATION & INFORMATION:**

- a) Answer visitor and telephone enquiries, identify legal problems and urgency, give legal information and verify legal advice, check conflicts, and make appointments;
- b) Interviewing applicants, assess client information and determine needs and urgency, determine coverage for eligibility for services based on law, policies, and guidelines;
- c) Have an awareness of community resources and other potential client supports throughout the province, and refer clients to external stakeholders, community agencies and partners; and
- d) Liaison with other agencies in the community that provide assistance in legal matters.

#### **5. PERFORM OTHER RELATED DUTIES AS REQUIRED.**

#### **QUALIFICATIONS:**

##### **Basic requirements**

- Grade 12 education supplemented by completed Legal Administration courses or program
- Completed courses in Law, Sociology or related disciplines
- Minimum of 5 years of Administration experience in a law environment
- Minimum of 1 year of Intake experience

##### **Rated requirements**

- Demonstrated ability to communicate effectively by active listening, question and reading to obtain relevant information; to communicate positive or negative information both verbally and in writing, in a tactful and empathetic manner, to internal and external audiences
- Demonstrated ability to provide quality customer service in a timely and professional manner while exhibiting diplomacy in a stressful and deadline driven environment
- Demonstrated ability to act as a representative of the organization by assuming responsibility for providing courteous, empathetic, knowledgeable service to meeting the expectations of clients and service providers
- Demonstrated ability to proactively identify and analyze problems and make decisions within policy, procedures, and guidelines while exhibiting sound judgment and using discretion where required
- Demonstrated ability to establish and maintain professional and effective relationships with co-workers, clients, external agencies, and service providers in an environment which includes competing demands, sensitive issues and potential conflict
- Demonstrated ability to both independently and within a team environment, plan, coordinate, organize and prioritize a diverse, high volume workload to effectively multi-tasks and meet deadlines, changing demands and priorities while maintaining accuracy in order to achieve goals and objectives
- Demonstrated ability to train, orient, motivate, and provide guidance, and act as a resource to others
- Working knowledge of Family, Child Protection and Criminal Law and Family, Child Protection and Criminal Law rules and procedures
- General knowledge of methods available to stay current with Family, Child Protection and Criminal Law and procedure changes
- Understanding of Indigenous issues, cultures as well as Indigenous community groups and agencies
- Understanding of current issues affecting Indigenous communities
- Knowledge of traditional native justice concepts, alternative measures, mediation and diversion practices
- Awareness of government laws and policies impacting Indigenous peoples
- Ability to communicate and relate to Indigenous people and their communities, with sensitivity to cultural and Tribal/Nation differences
- Familiar with the structure and history of Indigenous communities within BC
- Demonstrated ability to type 45 wpm
- Working knowledge of English grammar and spelling
- Basic Working knowledge of database systems (SharePoint)
- Intermediate Working Knowledge of MS Office Suites (Word, Excel, PowerPoint)
- Intermediate Working Knowledge of Outlook

#### **This competition requires the candidate to complete the following tests:**

- **Typing – 45 wpm**
- **MS Outlook - Intermediate**
- **MS Word - Intermediate**
- **MS Excel - Intermediate**
- **MS PowerPoint - Intermediate**
- **Spelling**
- **Written Assessment**

#### **Employment is conditional upon completing and obtaining clearance from the following:**

- **Criminal Record Check (CRC) in accordance with the Criminal Records Review Act**

**We offer (based on your employment status and affiliation):**

- A competitive salary
- 35 hour work week
- Four weeks paid vacation to start that grows the longer you're with LSS
- An excellent employee benefits package, where premiums are 100% paid by LSS
- Support for training and development
- Pension plan
- An employee and family assistance counseling program
- The opportunity to participate in various Employee programs (Employee Wellness, etc.)
- Generous leave provisions (sick time, special leaves)
- Modified work week/flex time for some positions
- 13 paid statutory holidays

Interested candidates should submit a covering letter, together with a résumé, outlining how their qualifications meet the above position requirements, to:

**LEGAL SERVICES SOCIETY**  
**Human Resources Department**  
**Competition no: B006-19**  
**400-510 Burrard Street**  
**Vancouver, BC V6C 3A8**  
**Fax: (604) 682-0725**  
**E-mail address: [resumes@lss.bc.ca](mailto:resumes@lss.bc.ca)**

Please indicate **competition #, position title**, and whether you are an **internal or external** applicant in the posting in the email **subject line**.

**VISIT OUR WEBSITE AT [www.legalaid.bc.ca](http://www.legalaid.bc.ca)**

*We would like to thank all external applicants for their interest but regret that only those shortlisted will be contacted. The Legal Services Society is committed to building a skilled, diverse workforce reflective of Canadian Society. We are committed to employment equity and encourage applications from indigenous people, visible minorities, women and persons with disabilities.*