

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)

ONE REGULAR FULL-TIME POSITION – WILLIAMS LAKE

This position is not on the modified workweek
COMPETITION NO: B129-18
DATE POSTED: JANUARY 10, 2019
CLOSING DATE: Open until filled
STARTING DATE: Anticipated March 4, 2019
SALARY: Job Class 9 (\$43,814 - \$50,033) “under review”

Preference will be given to applicants of aboriginal ancestry that meet the requirements for the position.

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 courthouse on list days, may be required.

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: B129-18
400-510 Burrard Street
Vancouver, BC V6C 3A8

E-mail address: 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

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.