

**LEGAL SERVICES SOCIETY
EXEMPT POSTING**

TO: LSS STAFF

FROM: HUMAN RESOURCES DEPARTMENT

POSITION: COORDINATOR, INDIGENOUS SERVICES, PARENTS LEGAL CENTRE – VANCOUVER

ONE REGULAR FULL-TIME POSITION

COMPETITION NO: M004-18

DATE POSTED: January 28, 2019

CLOSING DATE: February 17, 2019

STARTING DATE: ASAP

SALARY: As per the Excluded Professionals Salary

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

ROLE OVERVIEW:

Reporting to Exempt Manager this position is responsible for the operational oversight of child protection services including quality standards designed for Parent's Legal Centre (PLC) and communities in British Columbia. The position participates in the development of department and divisional plans, and policy development for programs and services within portfolio. The position manages and supervises the operations and performance management of staff and contractors in the delivery of PLC child protection Indigenous programs and services. This position is accountable for community liaison and the development and implementation of program and service related projects. The position provides backup and acts for the Manager, PLC's as required.

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.

KEY ACCOUNTABILITIES:

1. Develops, manages, and administers child protection programs and services designed for Parent's Legal Centre and communities in British Columbia.
2. The position participates in the development of department and divisional plans, and policy development for programs and services within portfolio.
3. Monitors and provides advice to the Manager, PLC's.
4. Monitors and/or oversees the provision of contracted services across the Province, by communicating, interpreting and implementing departmental and corporate policies, priorities and standards and ensuring that services are being effectively and appropriately delivered.
5. Manages and supervises the operations and performance management of staff and contractors in the delivery of indigenous programs and services.
6. Hires, trains, schedules, supervises and evaluates staff; establishes staff goals, objectives and training and development plans, coordinates and delegates work projects, and acts for the Division in processing grievances and applying the collective agreement; authorizes overtime, vacation, salary reviews and job classifications; provides leadership and direction.
7. Supervises and negotiates contracts with consultants as required, monitors and approves work and approves invoices for payment.
8. Identifies need and analyses of alternative service delivery models, and plans for innovative, effective and efficient ways of delivering of LSS programs and services for Indigenous (Aboriginal, First Nations, Inuit and Métis) persons and communities in British Columbia.
9. Liaises with courts, private bar lawyers, law firms, community groups as well as other external organizations across the Province on matters of mutual interest relating to the provision of Indigenous programs and services.
10. Resolves problems and facilitates the delivery of effective Indigenous programs and services. Represents the Society at internal and external meetings.
11. Establishes and administers a variety of pilot projects and programs as assigned; makes presentations and participates in committee work relating to the areas of responsibility. Provides assistance and support to internal divisions and departments on initiatives, programs, and service delivery models.
12. Participates in the development of departmental and strategic planning activities and provides advice and recommendations on policy, administrative and management issues impacting Indigenous programs and services, policies and charters as required.
13. Maintains current awareness of developments in all matters impacting the delivery of LSS Indigenous programs and services and appraises the Manager, PLC's of issues and developments that could impact the Society or its programs, services and reputation.
14. Provides backup and acts for the Manager, PLC's as required.
15. Performs other related duties as required.

QUALIFICATIONS:

Education and Experience

- An undergraduate degree in an appropriate discipline such as Business Administration or Law.
- A minimum of five (5) years related experience with increasing responsibility, preferably in a service related industry and Indigenous communities and Indigenous social justice issues, along with supervisory and staff management experience.
- Or an equivalent combination of training and experience.

Technical Competencies

- Strong understanding of Indigenous issues, cultures as well as Indigenous community groups and agencies.
- Strong understanding of current issues affecting Indigenous communities and child welfare issues.
- Strong knowledge of traditional native justice concepts, alternative measures, mediation and diversion practices.
- Sound knowledge of family and child protection and collaborative legal processes including planning and decision making.
- Strong knowledge of administrative principles, practices, techniques, policies and legislative development relevant to indigenous programs, services and activities.
- Good knowledge of LSS operations, policies and client services.
- Good knowledge of social justice community issues and Canada's justice and legal system.
- Sound planning, organizational, analytical and administrative skills.
- Excellent communication, facilitation, negotiation, interpersonal, supervisory and leadership skills.
- Strong project management skills and the demonstrated ability to manage multiple projects simultaneously.
- Strong problem solving skills focused on achieving continuous improvement.
- Excellent leadership skills, with a proven track record for setting clear expectations, providing meaningful coaching and feedback, and creating an environment where employees are motivated and able to do their best.
- Ability to assess needs of Indigenous communities and stakeholders and develop/ implement new or modified services and programs with available resources.
- Ability to function independently and under pressure.
- Ability to foster effective working relationships with peers, subordinates, government officials and external contacts.
- Ability to communicate and relate to Indigenous people and their communities, with sensitivity to cultural and Tribal/Nation differences.
- Ability to travel extensively throughout the province.
- Familiar with the structure and history of Indigenous communities within BC.

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

- A competitive salary
- 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)
- 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: M004-18
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.