

**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:** COMMUNITY ENGAGEMENT COORDINATOR

ONE REGULAR FULL-TIME TERM POSITION (to June 28, 2019 or until the return of the incumbent) - VANCOUVER

This position is on a flexible workweek

**COMPETITION NO:** B036-18

**DATE POSTED:** JUNE 8, 2018

**CLOSING DATE:** JUNE 22, 2018

**STARTING DATE:** ASAP

**SALARY:** Job Class 15 (\$51,794.00 - \$59,213.00)

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**PRIMARY FUNCTION:**

This role develops and implements community partnerships to enhance public legal education and information (PLEI) and expand outreach to inform people about legal services resources and programs. The person in the position researches needs and explores opportunities, develops initiatives and collaborations with other organization, negotiates contract terms, and manages contracts for PLEI and community outreach initiatives. The position also builds capacity in rural, remote and otherwise isolated communities to use PLEI and other resources to help low-income and disadvantaged people resolve their legal issues.

**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. CONDUCT COMMUNITY NEEDS ASSESSMENTS AND DEVELOP PARTNERSHIPS WITH AGENCIES AS INTERMEDIARIES:**

- a) Research and assess community needs and gaps using internal and external sources of information such as LSS statistics, social science information, geographic location, demographics, financial criteria, and surveys of community members/community agencies to determine the need for PLEI and community outreach initiatives;
- b) Develop partnerships with agencies that act as intermediaries between LSS and communities that would benefit from improved access to legal aid (including PLEI, legal advice and representation services), and community outreach (including Indigenous communities and others that have significant barriers to legal and other social services); recommend agencies as community partners; recommend solutions to address identified needs;
- c) Establish and maintain working relationships with and among community partners such as advocacy or service organizations, public libraries, hospitals, schools and educational institutes, local Indigenous organizations, neighbourhood houses, courthouses, government offices and other intermediaries, as well as local agents, and look for opportunities to form agreements to enhance PLEI and community outreach;
- d) Work closely with managers, supervisors and coordinators and with local and provincial social service providers, and community advocates and agencies in order to develop agreements for funded PLEI and community outreach and engagement projects; and
- e) Monitor environmental, social, political and economic trends and new technological and other developments and use the information for service improvement.

**2. DEVELOP AGREEMENTS, NEGOTIATE CONTRACT TERMS, AND MANAGE CONTRACTS FOR PLEI AND COMMUNITY OUTREACH AND ENGAGEMENT PROJECTS TO SUPPORT PLEI:**

- a) Clarify goals and reach agreements that maintain the interests of LSS, community partners, the community, and other parties;
- b) Develop contracts for the Community Partners Program and other partnership agreements;
- c) Research potential partners and their capabilities and identify a pool of candidate intermediaries for contracts;
- d) Manage the designated selection process of partners;
- e) Develop agreements with selected intermediaries with careful planning to achieve effective and timely results, set targets as to the result/s to be achieved, monitor for contract compliance, prepare regular activity reports, and assist in evaluating project effectiveness;
- f) Negotiate contract terms, funding, and payment schedule, ensuring that the agreements with the agencies identified align with strategic objectives;
- g) Assess and evaluate the effectiveness of the agreements and set or revise the agreements or other plans as needed to meet goals;
- h) Build and maintain relationships with rural, remote, Indigenous and other communities, with LSS colleagues and clients, and between LSS and community partners;

- i) Intervene, analyze, manage, and resolve issues between LSS and community partners and provide an avenue for sharing information;
- j) Consult with other agencies and organizations to gather feedback and input on partnerships and resolve issues;
- k) Make recommendations for the production, distribution and maintenance of PLEI materials, and for other enhancements to phone or computer access as needed, based on feedback received from community partners;
- l) When issues involving delivery of legal aid services come to light as a result of community engagement initiatives, bring these to the attention of the appropriate LSS manager or supervisor;
- m) Develop and maintain reporting files and systems to track funded projects, schedule deadlines for proposals, and schedule submission dates for activity reports;
- n) Make recommendations to the Manager on new contracts, contract renewals and terminations;
- o) Maintain related contractual, statistical, demographic, and administrative documentation; and
- p) Ensure that contracts are aligned with corporate strategy and departmental priorities.

### **3. PERFORMS SUPERVISORY DUTIES:**

- a) Plan, assign, review, monitor and evaluate the day-to-day work of staff;
- b) Provide day-to-day supervision of staff including attendance management, overtime and training request approvals, scheduling of vacations, modified work weeks and other time off, progressive discipline, and step one grievance response;
- c) Assist staff to obtain necessary resources and professional development to assist them in their regular work and in achievement of strategic objectives;
- d) Participate in hiring, training, orientation, and development of staff performance and evaluation plans; and meet with staff to conduct performance review sessions; and
- e) Resolve conflicts and participate in disciplinary meetings as required.

### **4. PERFORMS RELATED DUTIES AS ASSIGNED:**

- a) Liaise with other LSS representatives (including various departments, offices and local agents) and various community groups and organizations externally;
- b) Recommend standards for partnerships and supporting materials, including handbooks, guidelines and performance measures;
- c) Use survey software and databases to collect and analyse information and reports on activities of Community Partners and other community engagement projects or initiatives;
- d) Organize, deliver and coordinate training and support for community partners to assist the public to use LSS PLEI print materials, resources, and websites, navigate the intake process, and use other web-based and online tools for community outreach and engagement partners;
- e) Work closely with LSS staff as well as intermediaries from community groups and other PLEI service providers externally;
- f) Travel to communities around the province to attend meetings, activities, and conferences;
- g) Contribute to an updated contact list of community groups and organizations which receive, use, and contribute to the LSS community-based PLEI materials and resources; and
- h) Perform other related duties as assigned.

### **QUALIFICATIONS:**

#### **Basic requirements**

- University degree or technical diploma (BCIT or equivalent) with and, supplemented by relevant courses in communications, law, education, criminology, sociology, instructional design, research and evaluation, or related discipline
- Minimum 3 years relevant experience as outlined in rated requirements
- MS Word – Intermediate
- MS Outlook – Intermediate
- MS Excel – Intermediate
- MS Power Point - Intermediate
- OR an equivalent combination of education and experience

#### **Rated requirements**

- knowledge of public legal education and information (PLEI) concepts, community groups and resources; and other social services and government agencies
- knowledge of the legal system and legal proceedings that affect low income people in BC
- knowledge of instructional design and adult basic education
- knowledge of general publishing process and plain language principles
- Knowledge of best practices in organizing and delivering volunteer programs
- ability to solicit and assess funding applications, and design, develop, and draft contracts for approved projects, and assess their effectiveness
- ability to assess needs for public legal education materials in remote communities
- ability to assess project progress and evaluate results
- ability to gather information from intermediaries and partners, conduct research, review and analyze statistical and demographic data and identify relevant studies and evaluate “best practice” recommendations
- ability to communicate with persons whose first language is not English, with limited literacy, disabilities or other barriers to accessing legal aid
- ability to work as a member of a collaborative team and provide support to volunteer programs
- must have excellent communication and interpersonal skills
- must have proven community development, liaison and engagement skills
- must be familiar with general software applications (MS Word, Excel, Outlook, PowerPoint), and the Internet
- must have basic knowledge of web-based resources and online tools

#### **Assets:**

- Knowledge of LSS policies and procedures

- Knowledge of English as a Second Language (ESL) programs
- Knowledge of Aboriginal culture and communities and/or organizations.

**This position requires some travel:**

- A valid BC driver's license is required
- Must be willing and able to travel throughout BC

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

- MS Word
- MS Outlook
- MS Excel
- MS PowerPoint
- Written Assessment

**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: B036-18**  
**400-510 Burrard Street**  
**Vancouver, BC V6C 3A8**  
**Fax: (604) 682-0725**  
**E-mail address: [resumes@lss.bc.ca](mailto:resumes@lss.bc.ca)**  
**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 aboriginal people, visible minorities, women and persons with disabilities.*