

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: CASE MANAGEMENT ASSISTANT
ONE REGULAR FULL-TIME TERM POSITION (term to July 2019) - VANCOUVER
This position is on the modified work schedule
COMPETITION NO: B051-18
DATE POSTED: JUNE 18, 2018
CLOSING DATE: JULY 2, 2018
STARTING DATE: ASAP
SALARY: Job Class 5 (\$39,228 - \$44,757)

PRIMARY FUNCTION:

To provide case management and administrative support to review and process requests for extraordinary fees and disbursements. To review, analyze and make decisions on transcript requests.

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. PERFORM CASE MANAGEMENT DUTIES:

- a) Receive, review, enter into data-base requests (via LSS Online request forms or other free form methods), for extraordinary fees and disbursements on private bar cases that may include Child, Family, Community Services Act (CFCSA), Criminal, Extended Family Services, Extended CFCSA Services, Immigration, and/or Duty Counsel, per established guidelines, review includes ensuring required information is provided and requests are valid according to the LSS Tariff and internal policies;
- b) Set up and maintain Criminal Case Management (CCM) (S) and exceptional case files per policies and procedures; review lawyers' accounts and lawyer time-sheet submissions against billings to ensure the time-sheet time and activities/services align with the account and highlight questionable claims that may not be billable according to the LSS Tariff;
- c) Review all transcript requests and analyze and assess them based on an understanding of court processes, interpretation of tariff policies (LSS Tariff) and department policies, practices and procedures. Authorize or deny in accordance with these policies and procedures exercising discretion in the decision as required;
- d) Review and assess requests to review billings for CCM daily preparation claims from lawyers received from Tariff Accounts Examiners and make decision(s) to approve or deny or forward as required in accordance with Tariff policies;
- e) Provide information and follow-up with Tariff Accounts Examiners in processing accounts for matters such as discretionary extra fees, additional preparation, etc;
- f) Respond to enquiries from lawyers, Tariff, Intake and Audit staff or Case Review Lawyers on case management files, guidelines or procedures; and LSS Tariff case management and disbursement policies and procedures; refer private bar requests to supervisor, manager or case review lawyer as required;
- g) Enter authorization decisions on case management files into system and communicate decision to the referral lawyer;
- h) Respond to enquiries from the bar, court reporters and Local Agents regarding case management files and/or disbursement/transcript requests;
- i) Provide input into developing procedures and guidelines;
- j) Compile appeals of transcript and case management decisions for review by supervisor, manager or case review lawyer as required; and
- k) Review forwarded accounts from Tariff Accounts Examiners where billing is inconsistent with authorization(s) for resolution.

2. PERFORM ADMINISTRATIVE DUTIES:

- a) Administer bring forward system utilizing CIS reports, personal and electronic functions;
- b) Maintain electronic and hard-copy files of cases and/or requests;
- c) Receive, reply/resolve, forward all helpdesk requests received via case management helpdesk email box, phone message box, voicemail and fax;
- a) Operate keyboard with speed and accuracy to produce a variety of materials;
- b) Transcribe letters, memos, reports from dictation or handwritten notes and templates or self-composed; and
- c) Maintain filing systems database files and case management/tariff files.

3. PERFORM OTHER RELATED DUTIES:

- a) Liaise inter-departmentally with Intake, Audit & Investigation, Tariff, LAR, Appeals and contracted Case Review Lawyer(s);
- b) Receive and distribute incoming mail and faxes;
- c) Distribute outgoing correspondence;
- d) Utilize Central Filing system; searches, file retrieval, file submission;
- e) Assist in department filing and re-filing tasks;
- f) Operate computer and various other office equipment;
- g) Assist Tariff Accounts Examiners, Case Management Lawyers and Local Agents with requests where required; and
- h) Perform other related duties as required.

QUALIFICATIONS:

Basic requirements

- grade 12 education supplemented by legal secretarial, legal assistant or criminology course(s)
- minimum 2 years relevant experience as outlined in rated requirements
- minimum typing speed 30 wpm
- intermediate skill in MS Word
- basic skill in MS Excel
- OR an equivalent combination of education and experience

Rated requirements

- knowledge of secretarial duties and responsibilities
- legal knowledge of the law and court procedures and processes for Criminal, CFCSA, Immigration and Family cases and Duty Counsel assignments
- knowledge of LSS Tariffs for Criminal, CFCSA, Appeals, Immigration, Duty Counsel & Disbursements/Transcripts
- knowledge of Windows-based programs
- knowledge of LSS policies and procedures
- knowledge of LSS Intake policy and practices
- knowledge of LSS Tariff Guides and payment practices
- knowledge of lawyer billing practices
- knowledge of LSS client relations and case management systems
- ability to operate a dicta-typing machine
- ability to draft routine correspondence
- ability to take dictation and transcribe minutes
- excellent ability to organize work flow, identify urgent work items and set priorities
- excellent ability to manage a heavy volume of work
- excellent ability to work well under pressure and meet deadlines
- ability to work independently and as part of a team
- must have excellent communication and interpersonal skills

This competition requires the candidate to complete the following tests:

- **Typing – 30wpm**
- **MS Word – Intermediate**
- **MS Excel – Basic**
- **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: B051-18
400-510 Burrard Street
Vancouver, BC V6C 3A8

E-mail address: resumes@lss.bc.ca

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.