

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: LAWYER ENGAGEMENT COORDINATOR
ONE REGULAR FULL-TIME POSITION - VANCOUVER
This position is on a modified workweek
COMPETITION NO: B057-18
DATE POSTED: JUNE 25, 2018
CLOSING DATE: JULY 6, 2018
STARTING DATE: ASAP
SALARY: Job Class 19 (\$57,943 - \$66,289) "under review"

PRIMARY FUNCTION:

Under the direction of the Manager, develop, implement, monitor and evaluate a lawyer recruitment, engagement/relationship building, retention, and quality services program with strategies, goals, objectives and actions; including research and analysis, and consultation with, internal and external stakeholders. Conduct outreach, training needs assessments, and training and mentoring programs to ensure LSS has an adequate supply of lawyers to provide quality services to legal aid clients around the Province. Monitors and reports on program. Business lead on the lawyer satisfaction survey and action plan, and standards and vendor policies relating to lawyers.

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. DESIGN, DEVELOP, IMPLEMENT AND ASSESS LAWYER RECRUITMENT, OUTREACH AND ONBOARDING ACTIVITIES:

- a) Develop, implement and monitor a lawyer recruitment program including developing recruitment materials, outreach methods, processes and toolkits and carry out recruitment activities;
- b) Develop, implement, support, and monitor a lawyer onboarding program including orientation, determining training and/or mentoring needs, tracking number of contracts issued, 'off to a good start' assessments (of initial authorizations and invoices), creating onboarding toolkits and refining processes for tariff accounts staff;
- c) Develop, implement, support, assess, and monitor a mentoring program for lawyers (mentoring matching program);
- d) Develop recommendations and an action plan for an Articling student program (internal and external); and
- e) Develop and implement a Law Student outreach program, including developing recruitment materials, coordinating recruitment workshops, and creating curriculum.

2. LAWYER ENGAGEMENT, RELATIONSHIP BUILDING AND QUALITY ASSISTANCE SERVICES:

- a) Develop, implement and evaluate annual training programs for lawyers including development of needs assessments tools, consulting with Managers, and working with external training providers (CLE, CBA, TLABC) and tracking and evaluating the program;
- b) Make recommendations for training or mentoring for specific lawyers where they are pursuing a new area of law or wishing to take more serious cases, or where remedial measures are required;
- c) Build and track engagement levels with lawyers;
- d) Business lead working with the Evaluations coordinator on the Lawyer satisfaction survey. Reviews and analyzes survey responses, leads/facilitates internal workshops to develop an action plan;
- e) Conduct targeted lawyer surveys and polls in consultation with the Evaluations Coordinator;
- f) Develop questions, collate data and interview lawyers whose participation in legal aid has reduced or they are leaving legal aid;
- g) Develop and implement a succession management program in hard to serve communities;
- h) Track lawyer participation reduction themes, conduct outreach to lawyers not participating in legal aid to understand if there are ways to encourage participation (mentoring, etc);
- i) Make recommendations, implement and track initiatives to address lawyer supply issues including geographical, specialization and other issues pertaining to quality lawyer shortage risks (bonuses, relocation incentives, startup incentives, pilots etc);
- j) Create 'best practices' materials and resource toolkits for lawyers;
- k) Expand and manage the lawyer mentoring program and methods for mentor/mentee matching;
- l) Develop and implement a lawyer recognition program;
- m) Develop LSS lawyer communication standards and best practices for LSS staff;
- n) Develop lawyer relationship engagement and relationship building techniques for LSS staff; and

- o) Make recommendations on policy development on models of service delivery, vendor selection, rosters, contract distribution and other policies related to lawyers that may impact engagement and retention.

3. MONITORING AND DATA ANALYSIS:

- a) Identify the data needed for a 'lawyer supply dashboard' and success tool to analyze the overall health of the supply of lawyers and work with the research team to implement the dashboard;
- b) Perform detailed analysis of lawyer statistics by a cross section of data including area of law, region, city, court etc to identify specific lawyer supply issues;
- c) Provide regular reports to the Legal Advice & Representation management team and the Demand Management Committee on lawyer supply health and issues;
- d) Consult with LSS staff and Local agents on lawyer issues (including Audit, Intake, Family Law, Criminal Immigration & Appeals department departments, etc);
- e) Provide research, analysis and support as required to manage specific lawyer issues (billing, quality services, etc) and develop recommendations to respond to and resolve those issues;
- f) Make recommendations to improve lawyer data in CIS/LSS Online; and
- g) Research other legal aid lawyer supply initiatives.

4. PERFORM OTHER RELATED DUTIES:

- a) Track Lawyer Quality Services budget;
- b) Monitor and respond to inquiries;
- c) Liaise with referring offices, local agents and other internal departments; and
- d) Perform other related duties as required.

QUALIFICATIONS:

Basic requirements

- Degree/diploma in communications, business and/or public administration from an accredited university or technical school
- Minimum 5 years relevant experience as outlined in rated requirements
- MS Excel – Advanced Level
- MS Word – Advanced Level
- OR an equivalent combination of education/experience

Rated requirements

- Advanced knowledge of general software applications, including MS Office, information systems, and databases
- Knowledge of project management theory and software programs (MS Project)
- Knowledge of Legal Services Society policies and procedures
- Excellent leadership in motivating, coaching and teamwork
- Ability to research, collect, organize, and analyse complex data, and write business reports
- Ability to extract data from databases and generate reports
- Advanced effective verbal communication skills
- Experience in adult education an asset
- Legal background an asset
- Ability to analyse information by regularly switching between research tasks and tools
- Must have excellent communication and interpersonal skills
- Must have excellent organizational skills
- Must be able to maintain confidentiality
- Must be a strong team player

This position requires some travel:

- Must be willing and able to travel throughout BC

This competition requires the candidate to complete the following tests:

- MS Word
- MS Excel

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: B056-18
400-510 Burrard Street
Vancouver, BC V6C 3A8
Fax: (604) 682-0725
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.