

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: INTAKE LEGAL ASSISTANT
ONE REGULAR FULL-TIME POSITION - VANCOUVER
This position is on the intake modified workweek
COMPETITION NO: B069-18
DATE POSTED: JULY 12, 2018
CLOSING DATE: JULY 19, 2018
STARTING DATE: ASAP
SALARY: Job Class 9 (Market Adjusted)
(\$43,814.00 - \$50,033.00)

PRIMARY FUNCTION:

To provide front-line contact and intake services to the public, provide legal information, verified legal advice, assess eligibility for legal aid and may provide legal secretarial and administrative support to staff lawyer(s) and paralegal(s). This will include performing intake services through the Call Centre, at Main Street Court house and lock-up, Robson Square Provincial Court, Youth Court lock-up, Downtown Community Centre, Port Coquitlam Court house and other offsite locations.

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. PROVIDE RECEPTION AND INTAKE SERVICES:

- a) Answer visitor and telephone enquiries; provide information on services offered or direct to other community resources;
- b) Identify legal problem/urgency: give legal information/verified legal advice; check conflicts; make appointments; and
- c) Interview applicants for legal aid; assess client information; determine needs/urgency; determine coverage and eligibility for legal aid, based on law, policies, and guidelines.

2. ISSUE LEGAL AID CONTRACTS TO PRIVATE BAR LAWYERS AND STAFF:

- a) Appoint duty counsel in local courts, prepare roster;
- b) Contact lawyers to arrange representation for clients; issue contracts to private bar lawyers, staff lawyer(s)/paralegal(s), or other agencies;
- c) Enter data into client management system ; process files; and
- d) Respond to follow up requests/problems regarding duty counsel and contracts.

3. PERFORM DUTIES RELATING TO CLIENT CASE FILES:

- a) Provide legal secretarial support to staff lawyer(s) and paralegal(s);
- b) Use word processor to produce correspondence, legal documents;
- c) Open/maintain/close case files; maintain filing system; storage and destruction;
- d) Draft routine correspondence and legal documents; obtain crown particulars etc;
- e) Maintain bring forward system and limitation diary; and
- f) Ensure back-up of computer files.

4. PERFORM OFFICE ADMINISTRATIVE DUTIES:

- a) Order pamphlets/office supplies;
- b) Ensure office equipment is operational;
- c) Orient casual and new staff; and
- d) Ensure office is secured daily.

5. PERFORM OTHER RELATED DUTIES:

- a) Perform other related duties, as required.

QUALIFICATIONS:

Basic requirements

- grade 12 education supplemented by courses in Law, Criminology, Sociology, or related discipline
- minimum 2 years relevant experience as outlined in rated requirements
- minimum typing speed 40wpm
- MS Word – Basic Level
- Spelling

- OR an equivalent combination of education and experience

Rated requirements

- knowledge of court and tribunal procedures
- knowledge of registry practice and procedures, and civil law rules related to poverty law
- knowledge of community resources and other social services agencies
- knowledge of Client Management System software an asset
- knowledge of LSS policies and procedures an asset
- ability to work effectively with a wide range of people including those with low incomes, physical/emotional disabilities, limited literacy, or otherwise disadvantaged
- ability to deal with distressed, demanding and/or hostile clients
- ability to work independently, take initiative and function as part of a team
- ability to organize workload, identify urgent work items, and set priorities
- ability to cope with heavy workload
- ability to draft routine correspondence
- ability to enter data quickly and accurately
- must have excellent interpersonal and communication skills
- must have a strong desire to assist disadvantaged clients, including those with mental disabilities, those with low income, or those whose first language is not English
- must be discreet and able to manage confidential information
- must be familiar with general software applications (MS Word, Outlook)
- second language and/or demonstrated awareness of the community's cultural diversity an asset

This competition requires the candidate to complete the following tests:

- **Typing – 40wpm**
- **MS Word - Basic**
- **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**
- **Security clearance check by BC Corrections including a Canadian Police Information Computer (CPIC) system check**

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: B069-18
400-510 Burrard Street
Vancouver, BC V6C 3A8
Fax: (604) 682-0725
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.