

**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:** LEGAL INFORMATION OUTREACH WORKER  
ONE REGULAR FULL-TIME TERM POSITION (to August 1, 2019) - VANCOUVER  
This position is on the flexible work schedule  
**COMPETITION NO:** B073-18  
**DATE POSTED:** JULY 27, 2018  
**CLOSING DATE:** AUGUST 9, 2018  
**STARTING DATE:** SEPTEMBER 1, 2018  
**SALARY:** Job Class 6 (\$40,322 – \$46,018)

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**PRIMARY FUNCTION:**

To provide legal information and referral services to people with low incomes and assist them to use LSS services and resources; liaise with other service providers to promote LSS services and resources.

**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 FRONT-LINE CONTACT/ASSISTANCE TO GENERAL PUBLIC:**

- a) Working at locations as required (example: First Nations Court (FNC), Downtown Community Court (DCC), and other offsite locations), regional call centre and/or a community agency, provide legal information, resources and/or referrals in-person, by telephone and/or email.
- b) Facilitate legal aid applications at offsite locations which may include helping clients gather and submit paperwork required by intake, help with requests for Gladue reports, assist Elders at FNC and working with duty counsel and lawyers, help client navigate DCC, FNC, and legal aid application process;
- c) Identify legal problem/urgency and provide legal information and referrals using LSS and other approved resources, including print and web resources;
- d) Explain LSS coverage and financial eligibility criteria using LSS public information sources and IPP;
- e) Refer people to and provide information about services LSS provides, duty counsel, court, community partners, information about legal processes, Family LINE, community and government services and resources and keep them current up to date;
- f) Help people to select and use LSS and other resources, including self-help kits to answer their legal information questions;
- g) Assist people to find legal information online and navigate through LSS, MyLawBC, and Family Law website and other online resources;
- h) Assist people who have little if any computer or legal knowledge to identify, evaluate and use legal information resources to resolve legal matters; and
- i) Assist duty counsel with identifying if client has legal aid.

**2. LIAISE BETWEEN THE LOCAL OFFICE AND THE COMMUNITY:**

- a) Provide legal information workshops and sessions about LSS services and resources to community groups, government services, libraries, other intermediaries and general public;
- b) Attend various meetings and functions in the community;
- c) Attend conferences, , community events and forums, provide legal information tables and legal information resource sessions;
- d) Maintain relationships with community and government agencies, and to identify community agencies for potential partnership needs;
- e) Collect and communicate feedback about LSS services and resources to supervisors; and
- f) Network and outreach to aboriginal communities and disadvantaged communities.

**3. PERFORM OTHER RELATED DUTIES:**

- a) Track information about outreach visits and other services, as required;
- b) Give feedback on LSS publications and websites and identify where there are gaps;
- c) Order publication pamphlets and supplies; ensure office equipment is operational; restock information racks;
- d) Use data collections and other systems (CIS, Excel, Max Agent, Outlook, MS Power Point, MS SharePoint) as directed;
- e) Assist supervisor in orienting new or casual staff; and
- f) Other related duties, as required.

## **QUALIFICATIONS:**

### **Basic requirements**

- Grade 12 education supplemented by post-secondary courses in Law, Communications, Education, Criminology, Sociology, or other related disciplines
- Minimum 3 years relevant experience as outlined in rated requirements
- Proficient in basic legal research and Internet research
- Minimum typing speed 40wpm
- Basic skill in MS PowerPoint, Outlook, Excel
- Understanding of confidentiality
- OR an equivalent combination of education and experience

### **Rated requirements**

- General knowledge of criminal, family, immigration, civil, poverty, and administrative legal proceedings that affect low income people
- Knowledge of community groups and legal resources and other social services agencies and how to access them locally
- Knowledge of LSS policies and procedures an asset
- Ability to work effectively with a wide range of people including justice system personnel, service providers and people with low incomes, physical/emotional disabilities, limited literacy, or with multiple barriers
- Ability to manage confidential and sensitive information
- Ability to recognize and diffuse stressful situations and deal with people in a sensitive and respectful manner
- Ability to work independently, take initiative and function as part of a team
- Ability to make presentations to groups and to coach individuals in a way that is easy for them to understand
- Ability to multi task
- Must be comfortable on the web and willing to learn new programs
- Must have excellent interpersonal and communication skills, including the ability to explain complex legal concepts in plain language for people with limited literacy
- Must have a strong desire to assist disadvantaged clients, including those with mental disabilities, and/or addictions, those with low income, or those whose first language is not English
- Must be familiar with general software applications (MS Word, Outlook, Internet, MS SharePoint)
- Second language and/or demonstrated awareness of the community's cultural diversity an asset
- Experience and/or grounding in the principles of English as a Second Language (ESL) or Adult Basic Education (ABE) an asset.
- Experience in working and understanding aboriginal, immigrant and marginalized communities

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

- **Typing – 40wpm**
- **MS PowerPoint**
- **MS Outlook**
- **MS Excel**

**Employment is conditional upon completing and obtaining clearance from the following:**

- **Criminal Record Check (CRC) in accordance with the Criminal Records Review Act**

### **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: B073-18**  
**400-510 Burrard Street**  
**Vancouver, BC V6C 3A8**

**E-mail address:** [resumes@lss.bc.ca](mailto:resumes@lss.bc.ca)

Please indicate **B073-18, Legal Information Outreach Worker**, 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](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 indigenous people, visible minorities, women and persons with disabilities.*