

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 TRAINING AND OUTREACH COORDINATOR
ONE REGULAR FULL-TIME TERM POSITION (term to March 29, 2019) - VANCOUVER
This position is not on the modified workweek
COMPETITION NO: B081-18
DATE POSTED: AUGUST 9, 2018
CLOSING DATE: AUGUST 24, 2018
STARTING DATE: ASAP
SALARY: Job Class 12 (\$47,626 - \$54,418)

PRIMARY FUNCTION:

Coordinate the training of community groups and intermediaries on public legal education and information (PLEI) materials, resources and related information; and support delivery of materials and resources to Legal Services Society's (LSS) intake and contracted lawyers and staff.

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. COORDINATE PUBLIC LEGAL EDUCATION AND INFORMATION (PLEI) TRAINING:

- a) Conduct training needs assessments for community groups, provide orientation to PLEI materials, coordinate PLEI promotional and training activities such as one-day workshops and conferences, develop and prioritize training activities within established guidelines;
- b) Plan and develop PLEI training activities by performing activities such as organizing speakers, agendas and logistics; provide presentations on the benefits and uses of PLEI materials, resources and services of Legal Services Society (LSS); manage event budget within preset limits; write activity reports and record lessons learned; conduct and participate in evaluations;
- c) Set up a calendar of PLEI promotional and training activities, workshops and conferences, and coordinate to ensure the activities are scheduled and implemented; and
- d) Support LSS intake services to provide training on PLEI to LSS staff and contracted lawyers and their staff.

2. PERFORM SUPERVISORY DUTIES:

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

3. WORK COLLABORATIVELY WITH LSS STAFF AND INTERMEDIARIES TO SUPPORT DELIVERY OF PUBLIC LEGAL INFORMATION AND APPLICATIONS (PLIA) OUTREACH:

- a) Establish effective working relationships with a range of intermediaries and co-ordinate activities with other LSS staff;
- b) Assist LSS intake services to provide training on PLEI to LSS staff and contracted lawyers and their staff, including "train the trainer" programs;
- c) Assist Regional Centres and contracted lawyers and their staff to develop PLEI outreach strategies for their local communities; assess and provide feedback on community law office PLEI work; and
- d) Identify potential partnerships with intermediaries for PLEI and other educational activities, and recommend and develop PLEI partnerships and joint proposals or service collaborations where appropriate.

4. PERFORM OTHER RELATED DUTIES AS ASSIGNED:

- a) Provide intermediaries with timely information about LSS services and other resources that will assist them and their clients;
- b) Provide recommendations to the Community and Publishing Services (CPS) Department about the development and updating of PLEI materials based on their use as training tools and feedback received from community groups and intermediaries;
- c) Contribute to an updated contact list of community groups and organizations and maintain related contractual, statistical, demographic, and administrative documentation;
- d) Assist the Publications Development Coordinator by field-testing new publications at workshops and conferences, and coordinate in-person training opportunities with online training organized by CPS Department;
- e) Travel to communities around the province to attend meetings, activities and conferences; and
- f) 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, including 2 years supervisory experience
- MS Word – Intermediate
- MS Outlook – Intermediate
- MS Excel – Intermediate
- MS PowerPoint - Intermediate
- OR an equivalent combination of education and experience

Rated requirements

- Knowledge of intermediaries, community groups and resources, and other social services and government agencies
- Knowledge of adult basic education
- Knowledge of conference planning process
- Ability to develop project plans for PLEI promotional and training initiatives
- Ability to assess needs and requirements from community groups and organizations
- Ability to assess project progress, write reports and evaluate results
- Ability to respond to enquiries regarding PLEI materials and resources
- Ability to communicate with persons with languages other than English
- Ability to effectively manage multiple projects, set priorities, and meet all deadlines
- Ability to work effectively with a wide and diverse range of people including justice system personnel, community groups, and service providers as well as aboriginal, immigrant, youth, and other communities; ability to work closely with LSS staff
- Ability to conduct literature and research reviews, analyze data and write reports
- 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
- Intermediate knowledge of and ability to use webinars, online conference planning tools and online platforms to deliver training to diverse audiences including community groups, organizations and the general public
- Basic knowledge of other web-based resources and online tools

Assets:

- Knowledge of acts and regulations in areas of law covered by LSS, such as family law, criminal law, immigration law
- Knowledge of the legal system and legal proceedings that affect low income people in BC
- Knowledge of publishing process and plain language principles
- Knowledge of LSS policies and procedures
- Knowledge of English as a Second Language (ESL) programs
- Knowledge of Aboriginal culture and communities and/or organizations.
- Ability to speak a second language and/or demonstrate awareness of the community's cultural diversity an asset

This position requires some travel:

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

This competition requires the candidate to complete the following tests:

- **MS Word - Intermediate**
- **MS Excel - Intermediate**
- **MS Outlook - Intermediate**
- **MS PowerPoint - Intermediate**
- **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: B081-18
400-510 Burrard Street
Vancouver, BC V6C 3A8**

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.