

**HUMAN RIGHTS LEGAL SUPPORT CENTRE  
JOB DESCRIPTION**

<b>POSITION TITLE</b>	<b>Human Rights Representative / Human Rights Advisor – LAO Services Project</b>
<b>LOCATION</b>	<b>Toronto</b>
<b>REPORTS TO</b>	<b>Manager Client Services – Application Services</b>
<b>LAST UPDATED</b>	<b>September 12, 2017</b>

**PURPOSE OF POSITION**

To respond to inquiries from the general public and individual applicants (or potential applicants) on the Centre's phone intake lines and provide immediate and direct legal information and assistance in respect of incidents of discrimination and applications or potential applications to the Human Rights Tribunal of Ontario (HRTO).

To provide information, advice and assistance to individuals, including individuals from Ontario's Black community who want to file applications with the Human Rights Tribunal of Ontario (HRTO) including an assessment of the merits of the claim and of the appropriateness of the HRTO as a forum to resolve their dispute.

To provide intake services (provide direct legal information and assistance) to individuals referred directly from Legal Aid Ontario or triage direct referrals appropriately.

Under the supervision of the Manager, Client services, to assist selected clients to draft and file HRTO applications.

While week to week duties may vary between HRA and HRR work.

**MAJOR DUTIES & RESPONSIBILITIES**

All duties are conducted under guidance and supervision of the Manager Client Services or an assigned staff lawyer/counsel ("lawyer").

**HRR DUTIES**

- Conduct up to 20 interviews per month with clients or potential clients, providing legal information and advice about their application or potential application to the HRTO including as appropriate: the merits of an application; the process for filing a human rights application; anti-discrimination rights under the Code; choice of forum; the HRTO process; and the likely outcome of an application.
- Identify potential for early resolution; explore options with client; after consultation with Manager, contact respondent as appropriate by letter or telephone to explore settlement; complete successful negotiations; work with Manager or assigned lawyer to ensure appropriate documentation is in place for completed settlement.

- Provide short term self-help or other follow-up assistance to clients, including assistance in drafting and filing applications in a limited number of cases.
- Bring cases recommended for a retainer (after interview) to team meetings to be assigned. Prepare summary and recommendation for the team.
- Assist retained lawyer in drafting applications in a limited number of cases. This may include working with Law Clerk to ensure a legal person/business name search where necessary.
- May conduct interviews of clients at mediation stage and provide legal representation for mediations, as assigned.
- Performs other duties as assigned which may change from time to time depending on a number of factors, including changes in the demand for legal services or in the Centre's service delivery model.
- Other temporary duties as assigned.

#### **INTAKE DUTIES**

- Receives incoming telephone and mail inquiries from the public; interviews caller; determines nature of the inquiry.
- Provides summary advice to clients; provides information regarding human rights law and the human rights system in Ontario; provides information on the Tribunal process.
- Opens electronic files, and records client's contact information (name, address, phone number), the type of legal assistance being sought, and the nature of the inquiry.
- Provides initial legal advice to callers, under supervision of Manager, Client Services.
- Provides appropriate referrals for legal and other assistance when the inquiry is not related to human rights.
- Screens urgent / early intervention inquiries and refers for expedited service.
- Makes internal referrals to the appropriate interview stream and schedules appointments as appropriate.
- Mails information packages to callers upon request.
- Provides information and assistance to walk-in clients, as required.
- Drafts demand letters in urgent matters under manager's supervision.
- Provides follow up/ ongoing assistance under supervision of manager.

- Attends intake and team meetings and training sessions.
- Performs other duties as assigned which may change from time to time depending on a number of factors, including changes in the demand for legal services or in the Centre's service delivery model.
- Other temporary duties as assigned.

#### COMPENSABLE FACTORS

##### KNOWLEDGE & SKILLS

- Knowledge of human rights law in Ontario, including the *Human Rights Code*.
- Knowledge of human rights and anti-discrimination principles and issues.
- Familiarity with and understanding of human rights issues affecting Code-designated communities, in particular, Ontario's Black community.
- Overall knowledge of the legal system as it applies to adjudicative boards and tribunals, and the process for preparing and presenting cases before such boards and tribunals.
- Significant experience in providing legal advice and assistance in an area related to human rights law.
- Case management skills and the ability to manage assigned cases.
- Basic ability to conduct human rights research relating to HRTO decisions.
- Familiarity with HRTO process including the mediation and adjudication process.
- Sound interviewing, listening, explaining and counseling/representation skills.
- Sound investigative, analytical and problem-solving abilities.
- Effective relationship management and oral and written communications.
- Interpersonal skills to interact with members of the general public, including experience and/or skills in dealing with and defusing crisis or emergency situations.
- Excellent knowledge of community resources.
- Ability to work in a team environment.
- Computer skills to prepare materials, and conduct research.
- Certification by the LSUC as a paralegal is an asset but not a requirement for this position.

Knowledge of office procedures; ability to operate standard office equipment; ability to use computer and software to manipulate and analyse data, and to format a variety of documents, charts, and presentations.

Ability to use computer, online resources and software to maintain and track case files, prepare and format a variety of documents, research, etc.

Ability to work collaboratively and respectfully in a diverse workplace, including awareness of and sensitivity to cultural, racial, ethnic, gender, sexual orientation, gender identity, age and disability-related issues that may arise in the workplace and in serving diverse communities.

Commitment to applying the principles of cultural competence in performing the job responsibilities of this position including recognition of the need to deliver services to the public in a manner that recognizes the unique needs of the diverse communities served by the Centre.

#### **COMMUNICATIONS SKILLS**

Requires the ability to effectively communicate technical/legal information in order to persuade or convince decision-makers to take a particular course of action or adopt a particular decision.

#### **ANALYTICAL SKILLS**

Requires analytical skills to research and analyze standard cases and recommend appropriate legal approaches/ strategies.

#### **RESPONSIBILITY FOR DECISIONS/ACTIONS**

Responsible for decisions that contribute to the approach /strategy of legal cases where established precedents are available for guidance and reference.

#### **RESPONSIBILITY FOR MANAGEMENT/LEADERSHIP**

Responsible for organizing or scheduling the work of others, without having direct management or supervisory responsibility.

#### **RESPONSIBILITY FOR CLIENTS/STAKEHOLDERS**

Responsible for negotiating or advocating on behalf of a client and for representing clients before the HRTO, under the guidance and supervision of legal counsel.

#### **PHYSICAL EFFORT/DEMANDS**

Work involves minimal physical effort normally associated with typical office routines. There is flexibility to change work activities or take a break to alter body position.

#### **MENTAL/SENSORY DEMANDS**

Work involves a considerable or constant degree of mental/sensory demands. Typically deadlines and priorities are unpredictable due to dealing with crises situations, work involves multiple role demands, required to travel overnight more than 5 days per month, frequent requirement to deal with upset or agitated clients or situations.

**WORKING CONDITIONS**

Work is regularly performed in an area where exposure to some unpleasant environmental conditions cannot be controlled (e.g. working in an area open to the public; or working in an open area).