

HRLSC | Human Rights Legal Support Centre

CAJDP | Centre d'assistance juridique
en matière de droits de la personne

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HUMAN RIGHTS ADVISOR – INDIGENOUS DESIGNATION

The **Human Rights Legal Support Centre (HRLSC)** provides free legal assistance to individuals throughout Ontario who have experienced discrimination contrary to Ontario's *Human Rights Code*. The HRLSC is seeking applications for a **Human Rights Advisor – Indigenous Designation** to provide legal information and summary advice over the telephone to individuals who have experienced discrimination and need assistance in filing an application with the Human Rights Tribunal of Ontario (HRTO). This position will participate as a member of the HRLSC's Indigenous Services & Outreach Committee (ISOC).

Qualifications include the ability to interpret and communicate Ontario human rights legislation (*Human Rights Code*) and/or other social justice legislation such as employment standards, landlord/tenant and workers' compensation, the ability to record detailed information and prepare summaries in a high paced environment and will have familiarity with human rights issues affecting Indigenous communities in Ontario. The successful applicant will have excellent knowledge of community resources, the effective ability to communicate clearly and sensitively with diverse communities and will have sound interviewing, listening, explaining and counseling / representation skills. Computer skills including Microsoft Office Word, Outlook and experience using a case management or data base system are required.

Full Job Description Below

This is a full-time, contract position until March 2024 with the possibility of extension, and is located in Toronto. This position reports to the Manager of Intake Services, is part of the OPSEU Bargaining Unit. The salary range for this position is \$47,159 – \$58,949. The successful candidate will be offered an annual salary of \$49,318.23. The usual hours of work are 9:00 a.m. – 5:00 p.m., Monday through Friday.

The HRLSC welcomes candidates to voluntarily self-identify as Indigenous on their application.

How to apply

Applications must:

1. Include a resume and a covering letter, submitted as one attachment
2. Be addressed to the attention of Human Resources
3. Be submitted by e-mail to: jobapplication@hrlsc.on.ca
4. Have the e-mail subject line: HRA (Indigenous Designation) – 20210809

Accommodation will be provided in accordance with Ontario's *Human Rights Code*.
Accessible formats of this posting are available upon request.

Application Deadline: Monday, August 23, 2021 @ 9:00 a.m.

*We thank you for your interest in this opportunity.
Only those applicants selected for an interview will be contacted.*

**HUMAN RIGHTS LEGAL SUPPORT CENTRE
JOB DESCRIPTION**

POSITION TITLE	HUMAN RIGHTS ADVISOR – Indigenous Designation
NUMBER OF INCUMBENTS	1 designated position out of 9 positions
REPORTS TO	Manager, Client Services – Intake Services
LAST UPDATED	November 16, 2018

PURPOSE OF POSITION
<p>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).</p> <p>To participate as a member of the Indigenous Service and Outreach committee in providing legal and support services to individuals who have experienced discrimination and need assistance in completing and filing an application to the Human Rights Tribunal of Ontario.</p> <p>To participate in regular meetings of one of three regional legal teams.</p>

MAJOR DUTIES & RESPONSIBILITIES
<p>INTAKE DUTIES</p> <ul style="list-style-type: none"> • 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. • Receives incoming telephone inquiries from Indigenous members of the public and responds to those calls. • 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. • 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. • 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. • Other duties as assigned.

LEGAL TEAM DUTIES

- Assists with early case management process for Indigenous clients; conducts initial assessments of the nature of the retainer agreement and sends retainer agreements to applicant for signing.
- Conducts interviews with Indigenous clients as assigned.
- Prepares draft pleadings for Indigenous clients under supervision of Indigenous lawyer, as assigned.
- Provides file follow up and ongoing assistance in client support and in file management as required up to and including file closing.
- Conducts brief research to support client files as requested.
- Attends mediations and hearings with counsel, as required.
- Provides brief interpretation and/or translation services to the legal team.
- Provides other assistance to the legal team in supporting client services, 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.

COMPENSABLE FACTORS

KNOWLEDGE & SKILLS

- Knowledge of human rights legislation in Ontario, including the *Human Rights Code* and the Tribunal's *Rules of Procedure*;
- Familiarity with human rights issues affecting Indigenous communities; experience in living/working in Indigenous communities; knowledge of historical, cultural and legal challenges faced by members of Indigenous communities in Ontario;
- Objectives and strategies of the human rights system in Ontario; the independent roles and inter-relationship of the three pillars of the system – the Ontario Human Rights Commission, the Human Rights Tribunal of Ontario, and the Human Rights Legal Support Centre;
- Principles and issues of human rights and discrimination, including both individual and systemic concerns;
- Case management techniques;
- Principles of legal research;
- Experience in providing legal assistance;
- Sound interviewing, listening, explaining and counseling/representation skills;

<ul style="list-style-type: none"> • 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; • Legal drafting skills; • Operation of standard office software and tools, including as Microsoft Office software and HRLSC case management system; • Ability to work in a team environment; • 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	
<p>Interviewing, listening, explaining, managing conflict.</p> <p>Requires the ability to effectively communicate legal and other information in order to assist the general public in understanding their rights and responsibilities under the <i>Code</i>.</p>	
ANALYTICAL SKILLS	
<p>Requires some analytical skills to assess inquiries and to provide information and assistance and effective referrals. Work also involves some legal research and assistance with legal drafting and/or other document preparation.</p>	
RESPONSIBILITY FOR DECISIONS/ACTIONS	
<p>Responsible for screening callers and making appropriate service delivery referrals to Centre's legal teams and to other organizations as appropriate without making decisions that determine the approach /strategy of legal cases.</p>	
RESPONSIBILITY FOR MANAGEMENT/LEADERSHIP	
<p>Responsible for coordinating some administrative responsibilities, including some scheduling, without having direct management or supervisory responsibility.</p>	
RESPONSIBILITY FOR CLIENTS/STAKEHOLDERS	
<p>Responsible for providing immediate and accurate advice, information, assistance and referrals to callers to the Centre.</p>	

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 degree of mental/sensory demands. The daily, consistent demands of general public phone lines creates constant inter-active communications due to volume of calls, crises situations, and role demands, and frequent requirement to deal with upset or agitated clients or situations.	
WORKING CONDITIONS	
Work is regularly performed in a normal office environment where unpleasant conditions or hazards are minimal.	

SIGNATURE:		DATE:
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