

**HUMAN RIGHTS LEGAL SUPPORT CENTRE
JOB DESCRIPTION**

POSITION TITLE	LEGAL CASE CO-ORDINATOR
NUMBER OF INCUMBENTS	5
REPORTS TO	Manager of Business Services
LAST UPDATED	May 14, 2019

PURPOSE OF POSITION
To provide legal administrative, co-ordination, clerical services to Manager Legal Services, and team of legal staff as assigned.
MAJOR DUTIES & RESPONSIBILITIES
<ul style="list-style-type: none"> • Coordinates and maintains schedule of team legal staff at tribunal hearings and mediations; liaises with Scheduler, and Manager Intake Services as necessary, regarding scheduling issues or questions. • Assists in the collection and preparation which includes binding of documents and evidence for applications and hearings/mediations; contacts clients on behalf of Legal Counsel or Staff Lawyers to follow up on the submission of documents. • Prepares a variety of memos, reports from drafts, handwritten notes, or verbal instructions, ensures that appropriate formats and templates are used for specific documents. • Develops and maintains team's filing system for active and closed files, maintains file tracking procedures to ensure proper oversight to sustain control of files; retrieves files from on-site records room and follows-up/resolves any issues regarding missing files. • Liaises with counterparts on other teams to coordinate workflow, participates in the development of agency-wide procedures, templates, and protocols for administrative functions to maintain/ensure consistency across all teams. • Makes travel arrangements, arranges meetings, books meeting room, communicates with participants, assembles information and prepares packages. • Processes and distributes incoming and outgoing mail and courier packages for the team section, coordinates courier deliveries, follows up with senders when mail or faxes appear incomplete or have been misdirected. • Re-schedules client interviews and updates CTT system accordingly. • Ensures that legal supplies are available, monitors supply stock and prepares a written request which is forwarded to the person responsible for supply ordering. • Provides back-up to other teams and reception as needed. • One position provides additional back-up coverage for colleagues and assists with organizing training materials and sessions for the law student program; this position has fewer lawyers on its team. • Other duties as assigned.

COMPENSABLE FACTORS	
KNOWLEDGE & SKILLS	
<ul style="list-style-type: none"> • Legal administrative support practices and their application in a quasi-judicial or tribunal environment; • Standard office practices and procedures to organize office filing system, make travel and meeting arrangements, maintain standard reports and information, legal terminology to prepare and proofread legal documents; to understand significance and/or urgency of documents that are received by the office; legal protocol to anticipate and prepare required documents; • Administrative experience in a legal office; • Oral and written communications skills to accurately convey legal information, and to draft correspondence and reports on behalf of manager; • Operation of a PC and standard office software such as Word, PowerPoint, Excel, and case management system to prepare and format a variety of documents; • Judgement to refer issues to manager or legal counsel as appropriate; • Interpersonal skills to deal tactfully with clients in person and on the telephone; • Ability to work collaboratively and respectfully in a diverse workplace, including awareness of and sensitivity to cultural, racial, ethnic, gender, age and disability-related issues that may arise in the workplace and in serving diverse communities; and • Commitment to applying the principles of equity/diversity 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 Human Rights Legal Support Centre. 	
COMMUNICATIONS SKILLS	
<p>Requires the ability to provide standardized information to members of the public.</p> <p>Requires interpersonal skills to interact with members of the public, determine the nature of the request, and provide appropriate information in a courteous manner.</p>	
ANALYTICAL SKILLS	
<p>Requires analytical skills to modify standard procedures in response to specific situations/tasks.</p>	
RESPONSIBILITY FOR DECISIONS/ACTIONS	
<p>Responsible for decisions requiring independent judgement in determining courses of action within defined standards and procedures.</p>	
RESPONSIBILITY FOR MANAGEMENT/LEADERSHIP	
<p>Responsible for managing own work within deadlines and priorities established by others, and for training less experienced co-workers in performing the same work.</p>	
RESPONSIBILITY FOR CLIENTS/STAKEHOLDERS	
<p>Responsible for courteous interactions with clients and stakeholders, and for the accurate collection and recording of relevant case information.</p>	
PHYSICAL EFFORT/DEMANDS	

Work involves moderate physical effort with some flexibility to change activities or take a break to alter body position (e.g. repetitive fine motor movements and eye-hand coordination for 3-4 hours on a daily basis).	
MENTAL/SENSORY DEMANDS	
Work involves moderate mental/sensory demands. Deadlines and priorities may be unpredictable.	
WORKING CONDITIONS	
Work is regularly performed in an office or cubicle.	