

POSITION TITLE	HUMAN RIGHTS ADVISOR
NUMBER OF INCUMBENTS	9
REPORTS TO	Manager of Intake Services
LAST UPDATED	November 2021

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 participate as a member of a legal team in providing legal and support services to individuals who have experienced discrimination, including assistance on all aspects of the Centre's ongoing legal services to applicants to the Human Rights Tribunal of Ontario (HRTO).

MAJOR DUTIES & RESPONSIBILITIES**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 of Intake 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; and
- Other duties as assigned.

LEGAL TEAM DUTIES

- Assists with early case management process, conducts initial assessments of the nature of the retainer agreement and sends retainer agreements to applicant for signing;
- Conducts interviews assigned to the legal team as assigned;
- Prepares draft pleadings and other legal documents under supervision of team 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*
- 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;
- 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	
Interviewing, listening, explaining, managing conflict.	
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> .	
ANALYTICAL SKILLS	

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.

RESPONSIBILITY FOR DECISIONS/ACTIONS

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.

RESPONSIBILITY FOR MANAGEMENT/LEADERSHIP

Responsible for coordinating some administrative responsibilities, including some scheduling, without having direct management or supervisory responsibility.

RESPONSIBILITY FOR CLIENTS/STAKEHOLDERS

Responsible for providing immediate and accurate advice, information, assistance and referrals to callers to the Centre.

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.