

HUMAN RIGHTS LEGAL SUPPORT CENTRE JOB DESCRIPTION

POSITION TITLE	Access to Justice Advocate
LOCATION	Toronto (Hybrid)
NUMBER OF INCUMBENTS	1
REPORTS TO	Manager, Communications & Access to Justice Initiatives
LAST UPDATED	October 2026

PURPOSE OF POSITION

The **Access to Justice Advocate** develops, coordinates, and delivers public awareness and community engagement initiatives designed to promote equitable access to the HRLSC's broad continuum of legal services and supports, and equitable access, options and support navigating Ontario's human rights system, especially for those most marginalized and vulnerable to discrimination under the Ontario *Human Rights Code*.

The role will help lead and coordinate the HRLSC's strategic efforts to increase awareness of available human rights resolution options, support navigation of Ontario's human rights system, including the Human Rights Tribunal of Ontario (HRT), and improve access to HRLSC legal services and supports, particularly for people in Ontario who are most marginalized and vulnerable to discrimination. More specifically, this position will be responsible for: developing and executing an organizational outreach strategy that aims to empower individuals and communities vulnerable to discrimination, and organizations who serve them, with information, tools, and resources to support equitable and effective navigation of the human rights system and access to HRLSC services and resources; preparing informational and outreach materials (e.g. printed resources, website, workshop & webinar materials etc.), in consultation and collaboration with HRLSC legal subject matter experts and community partners; developing, coordinating, facilitating, and delivering community engagement and consultation activities; fostering community partnerships, and building and maintaining relationships with marginalized communities especially vulnerable to discrimination, and organizations who serve them, including to establish referral pathways, explore strategic litigation opportunities, and help ensure equitable access to HRLSC services and resources; identifying systemic barriers, emerging service needs and opportunities to strengthen the HRLSC's reach, responsiveness and impact, particularly among underserved communities; and monitoring, analyzing, evaluating and reporting on impacts and outcomes of public engagement, information-sharing and partnership-building initiatives and activities.

MAJOR DUTIES & RESPONSIBILITIES

COMMUNITY ENGAGEMENT, STAKEHOLDER RELATIONS & PARTNERSHIP DEVELOPMENT

- Develops a systematic Outreach Strategy including to increase and improve access to legal services and supports for people in Ontario, especially those who are most marginalized and vulnerable to discrimination.
- Assists in developing referral systems, public awareness and information initiatives, and communications plans to reach underserved communities.
- Ensures public engagement strategies are evidence informed, trauma informed, community-centered, and responsive to the lived realities of those disproportionately impacted by human rights violations, including persons with low income, precarious housing, and intersecting vulnerabilities.
- Establishes and maintains linkages and partnerships with community organizations, legal clinics, and groups that serve marginalized clients, including those especially vulnerable to discrimination, identifying systemic issues, service gaps, and barriers affecting access to justice. Where appropriate, in consultation with the legal management team, explores and helps identify and consolidate potential partnerships and opportunities to advance strategic litigation.

- Builds and maintains community relationships and partnerships to enhance awareness of HRLSC services, strengthen referral pathways, and foster opportunities and fora for collaboration and consultation, including to help ensure HRLSC services and initiatives are informed by, and responsive to, client and community needs and address emerging human rights issues.
- Supports resource development-related community and funder partnership building efforts.

COMMUNICATIONS AND INFORMATION MATERIALS

- Designs, coordinates, and develops public informational, website and outreach resource materials, and informs related communications strategies, promoting awareness and understanding of the HRLSC's role within Ontario's three pillar human rights system, the Centre's broad continuum of legal support services and access to justice options under the *Code* among stakeholders and potential service users, including those most marginalized and especially vulnerable to discrimination.
- Ensures that accessibility requirements are met, in English, French, and other languages and formats, and the incorporation of a trauma-informed approach.
- Manages the HRLSC website content with the Communications Coordinator and the Manager of Communications and relevant staff and committees, ensuring information is accurate, accessible, updated, user-friendly and reflective of the needs of diverse and marginalized communities especially vulnerable to discrimination, including persons with disabilities.
- Assists in the development and coordination of website design and updates that will inform clients of the various legal options available to them.
- Develops and implements an appropriate and efficient referral system.
- Supports the development of a communication plan to reach all stakeholders.
- Supports the development of content for the HRLSC social media accounts.
- Develops and/or collaborates in developing various external and internal communication material in a variety of formats.
- Assists the Communications Manager in responding to any Board or government (or other) requests for information, preparing reports and briefings, as directed and required.
- Prepares reports and briefing materials for the Board, Executive Director, funders and stakeholders as required.

PUBLIC AWARENESS AND INFORMATION

- Develops and implements a public awareness strategy and program, and designs and delivers workshops, webinars, information sessions and presentations tailored to marginalized communities especially vulnerable to discrimination and organizations who serve them, as identified through data and evidence, ensuring accessible and trauma-informed approaches.
- Creates evaluation tools to monitor and assess impact and adapts programming accordingly.

MEDIA & PUBLIC RELATIONS

- Working with the Manager and Coordinator of Communications, supports the development, implementation and management of media and social media content that is accessible, engaging, and responsive to equity-seeking communities.
- Informs and advises the Manager of Communications of media inquiries, requests or media coverage for consultation on a response; provides supporting information in developing the response to a media inquiry in consultation with the Manager of Communications.
- Monitors Canadian media coverage of human rights issues and ensures materials and public information is relevant and responsive to data-informed trends and emerging access to justice issues.

DATA COLLECTION, ANALYSIS AND REPORTING

- Collects, analyzes, and reports on data related to service access, referral pathways and potential barriers, workshops, and public awareness initiatives, stakeholder engagement, and service outcomes.
- Monitors and reports on the usage of website.
- Identifies relevant research, trends, gaps, and opportunities for improved outreach to underrepresented and marginalized communities.
- Supports environmental scans and contributes to organizational planning, strategy and resource

development efforts.

OTHER

- 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 HRLSC's service delivery model.
- Other temporary duties as assigned.

COMPENSABLE FACTORS

KNOWLEDGE & SKILLS

- Knowledge, skills and experience applying relevant theories, principles and best practices relating to community and stakeholder engagement, public legal education and information-sharing, relationship-building and stakeholder relationship management, including enhancing service access and supporting navigation of Ontario's human rights system for marginalized communities especially vulnerable to discrimination.
- Understanding of trauma-informed, community-centered, anti-oppressive approach.
- Understanding of public legal education and community engagement best practices, principles, and strategies, preferably related to human rights, equity, and access to justice in Ontario.
- Strong understanding of discrimination and harassment under the Ontario *Human Rights Code* and related redress processes and options.
- Demonstrated experience working with marginalized and vulnerable communities and community-based organizations, preferably integrating both professional and lived experience. Demonstrated cultural competence, with sensitivity to systemic inequities and the diverse needs of clients and communities served.
- Experience designing, writing, and producing accessible communications materials for diverse audiences, including social media, digital platforms, and video production.
- Ability to summarize complex legal information into plain language materials, including professional writing and editing skills, and experience writing reports or briefing material.
- Strong public speaking, presentation, facilitation, and community engagement skills, including oral / verbal communication skills to represent the organization to stakeholders and the public.
- Understanding of media and public relations, communications policies and practices in the non-profit sector, with emphasis on communications in an organization providing direct services to the public.
- High-level computer and digital literacy skills, including website, visual/graphic design, and social media management.
- Strong organizational and project management skills, with the ability to manage competing priorities and deadlines, short and longer-term projects, including on cross-functional work teams.
- Knowledge of office procedures; ability to use computer and software to manipulate and analyze data, and to format a variety of presentations, documents and charts.
- Strong interpersonal skills and political acuity, including 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, 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.
- Standing with the Law Society of Ontario is an asset.

COMMUNICATIONS SKILLS

Ability to effectively communicate technical/legal information to persuade or convince decision-makers to take a particular course of action or adopt a particular decision.

Ability to communicate effectively with clients, stakeholders, colleagues and government officials.

Ability to summarize complex legal information into plain language materials for marginalized community members, who may speak English as a second language.

ANALYTICAL SKILLS

Requires analytical skills to anticipate / identify problem situations and recommend appropriate solutions to correct procedures and protocols.

RESPONSIBILITY FOR DECISIONS/ACTIONS

Responsible for decisions that contribute to the resolution of communications issues/problems where established precedents are available for guidance and reference.

RESPONSIBILITY FOR MANAGEMENT/LEADERSHIP

Responsible for initiating and organizing or coordinating projects.

RESPONSIBILITY FOR CLIENTS/STAKEHOLDERS

Responsible for leading and facilitating stakeholder consultations and engagement as needed.

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 and high level of stress, particularly with respect to emergent media scrutiny and scrutiny from other stakeholders. deadlines and priorities can be unpredictable due to evolving nature of this introductory work, and multiple role demands. May be required to travel overnight occasionally and to occasionally deal with upset or agitated clients or difficult situations.

WORKING CONDITIONS

Work is regularly performed in a normal office environment where unpleasant conditions or hazards are minimal.

Willingness to travel throughout the province occasionally and work flexible hours, including evenings and weekends, to support public engagement activities.

FRENCH LANGUAGE REQUIREMENTS

Bilingualism (including English and French) is an asset.