**HUMAN RIGHTS LEGAL SUPPORT CENTRE**
**JOB DESCRIPTION**

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| **POSITION TITLE** | **MANAGER OF LEGAL SERVICES** |
| **NUMBER OF POSITIONS** | **3** |
| **REPORTS TO** | **Director of Legal Services** |
| **LAST UPDATED** | **November 17, 2026** |

**PURPOSE OF POSITION**

To provide active people management, operational oversight and accountability for the delivery of legal support services for one of three defined legal teams in the Human Rights Legal Support Centre (HRLSC).

To participate in the work of the HRLSC management team, contributing to the development, implementation, and monitoring of policies, practices, protocols, procedures, and strategic initiatives, strengthening management practices, and supporting organizational culture and change initiatives to foster a positive and respectful work environment and ensure the effective delivery of the HRLSC's legal support services.

As a member of the management team, to advise the Executive Director, Chief Administrative Officer and Director of Legal Services on the development, implementation and monitoring of workplace policies and practices to ensure that the HRLSC fulfills its mandate to deliver excellent legal and other support services to individuals whose rights under the *Human Rights Code* have been infringed.

**MAJOR DUTIES & RESPONSIBILITIES**

**Management of Legal Support Services**

- Leads and directs the work of legal, quasi-legal, and administrative staff in the provision of legal support services to clients in accordance with the mandate of the HRLSC under the *Human Rights Code*.
- Review incoming cases, determines nature and complexity of the issues, level of legal services to be provided, and priority of the case. Assigns cases to staff based on staff areas of expertise, workload, complexity, and priority.
- Monitors status and progress of cases and intervenes to correct problem situations, or reassign cases based on workload or changes to case complexity. Meets regularly with staff to review and discuss status and progress of open cases, and to debrief on resolution and/or status of closed cases.
- Works with a risk-based approach and identifies contentious issues and reports potential risks to the executive team.
- Ensures that quality control and performance monitoring systems are implemented and monitored, and that corrective action is initiated as required in response to trends and/or specific situations.

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- Ensures that all assigned staff receive appropriate orientation, training and coaching, and that all staff have current knowledge and information relative to the Human Rights Code, and all relevant regulations and administrative directives. Provides regular supervision, documented performance feedback and timely performance evaluations, and addresses performance concerns through appropriate coaching, corrective action and follow-up.

- Ensures that staff adhere to all administrative and case management policies, procedures, and protocols, and that all necessary records and files are maintained. Ensures timely completion and documentation of managerial and HR administration, including attendance and leave approvals, performance review records, accommodation-related processes, and other required reporting, in consultation with HR and the management team as appropriate.
- Responsible for supervisory authority of Legal Counsel positions, and other positions as may be assigned, including involvement in recruitment and staffing decisions, performance management, leave and overtime approvals, workplace and employee-relations matters, and disciplinary processes, in accordance with delegated authority, organizational policies and applicable collective agreements.

- Supervises the work, as may be required, of the assigned Legal Counsel, Legal Services Representatives, Human Rights Representatives and Legal Case Coordinators. Including the monitoring of workload and work performance.

**Case Load, Mediations and Hearings**

- As workload and management responsibilities permit, to conduct a caseload of mediations and hearings at the Human Rights Tribunal of Ontario (HRTO), including complex and / or leading, precedential cases at the HRTO. Identifies cases which represent public interest issues and makes appropriate referrals to the Ontario Human Rights Commission (OHRC); liaises with counsel at the OHRC to coordinate issues/cases where necessary.

- Monitors decisions and rulings of the HRTO and ensures that staff consider relevant precedents in their legal advice and assistance to clients.

- Consults with the Director of Legal Services to identify, manage and conduct leading, complex or big case litigation at the HRTO.

**Public Complaints Process**

- *Responds to client complaints and complaints received, including from the Ombudsman's Office in respect of the work of the Legal Services team; investigates issues; works with Complaints Officer and Director of Legal Services to ensure effective resolution of public complaints in accordance with the HRLSC Complaints Policy.*

- Provides response to complainants in accordance with terms of the HRLSC *Complaints Policy*. Provides additional explanations or information to complainant as required to assist the complainant in understanding the decision. Ensures confidentiality as directed in the policy.

- Acts as the contact point for any complaints received from the Ombudsman's office about the work of members of the Legal Services team.

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**Management, Strategic Planning and Oversight**

- Leads a Legal Services Team, supervises staff, provide staff direction and oversight, assign and prioritize work, support staff development, and manage and monitor overall performance and deliverables. Maintains regular one-on-one supervision, clear work plans and accountability for timely completion of performance reviews, operational reports and administrative obligations.

- Establish clear objectives and evidence-informed criteria for prioritizing initiatives, allocating resources, and making operational decisions, ensuring alignment with organizational strategic priorities.

- Oversees the planning, implementation, monitoring and evaluation of the Legal Services team, including assessing outcomes and recommending adjustments based on evidence, emerging needs, and available resources.

- Identify, assess, and manage strategic, operational, and reputational risks, including developing appropriate mitigation strategies, monitoring emerging risks and escalating significant issues to the Director of Legal Services in a timely manner.

- Participates as part of the HRLSC management team in the development of policies, practices, protocols relating to the delivery of legal support services particularly at the pre-application and application stages at the HRTO.

- In conjunction with HRLSC management team, participates in ongoing assessment of the case management process, legal work volumes and statistical trends to determine the effectiveness of the HRLSC's processes, the need for changes to the process, and responds quickly to emerging problems.

- Works collaboratively with other members of the HRLSC management team to coordinate activities, resolve problems, and provide seamless services to clients. Supports the Centre's organizational culture and change initiatives and models respectful leadership, constructive feedback, consistency, accountability and timely resolution of workplace issues.

- As a member of the HRLSC management team, contributes to the HRLSC's operational and strategic planning. Leads and manages assigned Strategic Plan initiatives and other organizational projects, with responsibility for project scoping, work plans, milestones, resource coordination, stakeholder engagement, monitoring of deliverables, timely reporting and escalation of risks or delays to ensure implementation and measurable progress.

- Provides information and advice to the HRLSC management team on operational issues, case management and emerging trends and issues which have a critical impact on the policies and operation of the HRLSC.

- 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 may be assigned.

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**Stakeholder and Partner Relations**

- Participates, as assigned, in initiatives to establish and maintain appropriate linkages with counterparts in the OHRC and the HRTO, to ensure that the activities support the overall human rights system in Ontario.

- In conjunction with Manager of Communications and Outreach, as may be required, establishes and maintains linkages with critical stakeholders and advocacy groups; receives and responds to community input; provides information and guidance on the services of the HRLSC.

- In conjunction with the Manager, Communications and Outreach, establishes and maintains linkages with lawyers, community legal clinics, and other legal groups representing clients before the HRTO; provides information and guidance on the services of the HRLSC, and the complaints process.

- 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.

| **MANDATORY MINIMUM QUALIFICATIONS** |
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| **PEOPLE MANAGEMENT** |
| • Minimum four years of demonstrated direct people management experience, including staff supervision, performance management, coaching, employee relations and accountability for team performance and results. Experience supervising legal professionals and managing in a unionized environment would be considered strong assets. |
| **LEGAL EXPERIENCE** |
| • Minimum seven years of progressively responsible legal practice, including significant experience in human rights, administrative law or related litigation, with demonstrated legal judgment and the ability to provide substantive guidance and oversight to experienced legal counsel. |

| **COMPENSABLE FACTORS** |
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| **KNOWLEDGE & SKILLS** |
| • Substantive knowledge of human rights legislation in Ontario, including the *Human Rights Code and related statutes* (employment and labour law, housing, social assistance); knowledge and understanding of human rights legislation in other provinces and the federal legislation. |
| • Understanding of the 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 HRLSC. |
| • Thorough knowledge and understanding of the principles and issues of human rights and discrimination, the concerns of individuals and groups, and the history of the protection of human rights in Ontario. |
| • Understanding of the principles of service delivery in a public sector organization to effectively |

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deliver the mandate of the agency to the citizens of the province.

- Ability to manage a high-volume legal services practice and maintain high-quality service.
- Membership in the Law Society of Ontario, as a lawyer.
- Experience in the practice of human rights law and experience in appearing before adjudicative boards and tribunals, especially the HRTO.
- Experience in alternative dispute resolution techniques and practices, including early intervention, resolution and mediation.
- Management and leadership skills to lead and direct the activities of staff providing legal support services to the public; experience in delivery of services to the public, and the provision of customer services that are accessible, and sensitive to the needs and issues of all client groups. Demonstrated ability to supervise employees, conduct meaningful performance reviews, address underperformance and interpersonal concerns, administer workplace policies and manage change in a unionized environment.
- Demonstrated ability to lead and support organizational change, foster creativity and innovation, encourage new ideas and approaches, and engage staff in identifying and implementing improvements to workplace practices and service delivery.
- Demonstrated project management skills, including the ability to lead cross-functional strategic initiatives, establish realistic work plans and milestones, coordinate contributions, monitor progress and deliver results.
- Conceptual and analytical skills to participate in the development and implementation of effective policies, processes, practices, and monitoring and reporting frameworks for the HRLSC.
- In- depth awareness, knowledge of community and legal referrals and resources.
- Superior client counselling, communication, coordination and problem-solving skills.
- Computer skills, including ability to use MS Office, Adobe Acrobat and SharePoint applications and case management systems to manage electronic files; ability to learn and use telephone call centre system.
- Ability to work collaboratively and respectfully in a diverse workplace, including awareness of and sensitivity to cultural, racial, ethnic, religious, gender, 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 Human Rights Legal Support Centre
- Communications, consultation and relationship building skills to build relationships with counterparts in other agencies which form the human rights system in Ontario, and to develop and foster relationships with key stakeholder and advocacy groups in the community.

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| **COMMUNICATIONS SKILLS** |
| Requires the ability to communicate as a spokesperson on behalf of the organization in matters of a sensitive or political nature. |
| **ANALYTICAL SKILLS** |
| Requires analytical skills to develop and implement innovative solutions to complex multi-faceted legal issues having precedent setting implications. |
| **RESPONSIBILITY FOR DECISIONS/ACTIONS** |
| Responsible for legal decisions which impact the approach/ strategy of individual cases or the direction of legal services in the organization. |
| **RESPONSIBILITY FOR MANAGEMENT/LEADERSHIP** |
| Responsible for the management and leadership of a functional unit within the organization; exercises supervisory responsibility for staffing, coaching, performance evaluation, timely HR administration, employee-relations and disciplinary processes, and assigning and monitoring work, in accordance with delegated authority and applicable policies and collective agreements.<br><br>Directly supervises the following positions as required: Legal Counsel, Legal Services Representative, Human Rights Representative, and Legal Case Coordinator. |
| **RESPONSIBILITY FOR CLIENTS/STAKEHOLDERS** |
| Responsible for the development, implementation, and oversight of policies and procedures that determine unit and/or HRLSC standards and protocols for client/ stakeholder relations and priorities; AND responsible for acting as lead counsel on precedent setting or highly politicized issues/cases. |
| **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, 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. |

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