



JOB POSTING

Evening Clinic Administrative Assistant

COMPANY OVERVIEW

Calgary Legal Guidance (CLG) is a charitable society established in 1972 to provide legal advice and assistance to low-income people in Calgary and area with family, criminal, immigration, civil, and other poverty law matters that are not covered by Legal Aid. Thousands of clients are assisted each year through evening clinics staffed by volunteer lawyers, with follow-up help and representation provided by the senior staff counsel, program lawyers, pro bono lawyers, articling students and, during the summer months, law students. CLG offers specific programs in the areas of family law/domestic violence, homelessness, seniors' issues, social benefits, and immigration.

THE ROLE

This is a part-time position (15 to 20 hours per week), working Monday to Thursday, 4:30 pm – 9:30 pm. The position is responsible for the administration of CLG's downtown evening legal summary advice clinics.

This position reports directly to the Clinic & Intake Manager and works collaboratively with the Lead Intake Officer and Volunteer Manager. This position will be required to perform general office administrative duties related to the pre-clinic set up, managing clients and documents during the scheduled clinics, and post clinic data management. This position will also be required to support the volunteer lawyers and administrative volunteers in their roles during the clinics.

PRIMARY FUNCTIONS and ACCOUNTABILITIES

- Interact with volunteer lawyers, law students, and administrative volunteers
- Maintain contact with the general public (in person and by phone)
- Maintain data tracking and support volunteer lawyers and administrative volunteers in developing, improving and maintaining effective processes for case management and referrals
- Assess client's legal and non-legal issues (by telephone)
- Screen clients for financial and program eligibility
- Assist with client Identification clinics
- Provide professional etiquette and representation of CLG within and outside the organization at all times

THE CANDIDATE

The successful candidate must possess the following qualifications:

- Post-secondary Education (Certificate, Diploma or Degree)
- Minimum 1 year experience with either Social Services or Justice sectors or 1 year experience in an administrative role working with diverse or vulnerable populations
- An equivalent combination of post-secondary education and experience may be considered

REQUIRED COMPETENCIES

- Proficiency in windows based software and other standard office technology
- Excellent organizational and time management skills and adept at multi-tasking
- Ability to problem solve and work independently
- Experience working with individuals who are marginalized
- Able to express ideas clearly and effectively, oral and written
- Exceptional attention to detail
- Maintain confidentiality at all times
- Excellent communication and command of English, oral and written
- Approachable, friendly and professional
- Experience with CRM or other data base systems
- Trauma Informed training considered an asset
- Familiarity with the legal field and terminology considered an asset
- Speaking a second language considered an asset

WHAT WE OFFER

Calgary Legal Guidance (CLG) is proud of our fun, diverse, professional, and energetic workplace culture. This position is an hourly position paying \$18.50 per hour.

We offer a healthy and positive career-life balance that values the contribution of all staff, an on-site gym, weekly meditation sessions and your birthday day off! We invite all qualified candidates to apply.

Please forward your resume and cover letter by noon on August 13, 2017 to the attention of: Cameron Ferbey, Director of Finance & Operations at careers@clg.ab.ca

We thank all applicants for their interest, however, only those being considered for an interview will be contacted. No phone calls please.