



JOB POSTING

Calgary Legal Guidance Part-time Evening Clinic Coordinator

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. 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 lawyers, pro bono lawyers, articling students and, during the summer months, law students. CLG offers specific programs in the areas of domestic violence family law, homelessness, sexual assault, elder law, social benefits, Indigenous law, child welfare, and immigration.

THE ROLE

This is a part-time position with most work hours scheduled in the afternoon and evening (typically 2:00 – 9:00 pm Wednesdays and Thursdays, and 10:00 am – 2:30 pm Fridays). Actual hours and start times may vary slightly depending on clinic schedules. The position is responsible for the administration of CLG's downtown evening legal summary advice clinics.

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

PRIMARY FUNCTIONS and ACCOUNTABILITIES

- Open the office prior to each clinic and close the office at the end of each clinic, ensuring that the office is empty and the doors are locked
- Tidy and maintain the reception and waiting room area ensuring it is a presentable and welcoming environment
- Preserve office security by following safety procedures and controlling access via the front desk
- Greet clients, volunteers and all visitors when they arrive and deal with queries or connect them with the appropriate person

- Respectfully engage with clients to understand, assess and identify issues and needs
- Phone or email clients to remind them of their scheduled clinic appointments
- Email legal resources to clients in advance of their scheduled clinic appointments
- Print and distribute client intake forms to volunteer lawyers, and support volunteer lawyers with any other document management requirements during clinic
- Administer clinic surveys to clients after their scheduled appointments with volunteer lawyers
- Administer follow-up clinic surveys to clients by phone and email, and track survey data
- Provide professional hospitality and representation of CLG within and outside the organization at all times
- Compile current, relevant resources and referrals lists for volunteer lawyers; stock and maintain resource room
- Track clinic data, and support volunteer lawyers and administrative volunteers in developing, improving and maintaining effective clinic processes
- Commitment to ongoing awareness of effects of the work you do on your well-being (mental, emotional, physical, and spiritual)
- Commitment to using techniques to mitigate negative effects as part of your performance of your work, including active participation in regular debriefing
- Commitment to a shared practice of learning about trauma-informed approaches and supporting one another's well-being

THE CANDIDATE

The successful candidate must possess the following qualifications:

- Post-secondary Education (Certificate, Diploma or Degree)
- Minimum 1 year experience in the Social Services or legal 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

PERSONAL CHARACTERISTICS

- A good understanding of issues relevant to financial hardship, mental health, addictions, homelessness and family violence
- Self-starter and able to work independently in a fast-paced environment with high volumes
- Adapt to changing circumstances in the workplace
- Excellent communication and interpersonal skills including the ability to engage with clients who have complex needs and may present in times of crisis
- Ability to remain calm when dealing with difficult clients or sensitive issues
- Demonstrated understanding of cultural humility and cross-cultural communication and service delivery
- Understanding of and commitment to Truth and Reconciliation
- Ability to screen for suicidality and respond effectively

- Demonstrated ability to maintain healthy boundaries and reflect on the effects of service delivery on own wellbeing
- Committed to promoting a safe work environment for self and others
- Proficiency in windows-based software and other standard office technology
- Excellent communication and command of oral and written English

WHAT WE OFFER

Calgary Legal Guidance (CLG) is proud of our fun, diverse, professional, and energetic workplace culture. We offer a healthy and positive career-life balance that values the contribution of all staff, an on-site gym, weekly in-house yoga classes and your birthday day off! We invite all qualified candidates to apply.

Please forward your resume and cover letter as a **single PDF document** by **May 31, 2023 at 4:00 pm**; to the attention of Cameron Ferbey, Director of Finance & Operations via email at careers@clg.ab.ca.

We thank all applicants for their interest however, only those being considered for an interview will be contacted.