



APB JOB POSTING

Lawyer Referral Service Coordinator

0.8 - 1.0 FTE, 1-YEAR CONTRACT

Access Pro Bono (APB) seeks a community advocate, paralegal, experienced legal administrative professional, or non-profit service provider for a part- or full-time one-year contract position as Lawyer Referral Service Coordinator for the Everyone Legal Clinic.

The Lawyer Referral Service Coordinator is responsible for completing a preliminary assessment of incoming client calls to APB's Lawyer Referral Service to determine legal services/resources required. This involves gathering accurate information in a sensitive and effective manner while matching the client's needs with the appropriate Everyone Legal Clinic clinician and other legal and non-legal services, and while entering client information into APB's case management systems. Information on the Everyone Legal Clinic's mission and structure is available [here](#).

This is a one-year, part- or full-time contract position, with the possibility of contract renewal. The position offers an FTE annual salary of between \$50,000 and \$55,000 (depending on experience), benefits and five weeks of vacation. The successful candidate may be located anywhere in BC, or from the Access Pro Bono head office in downtown Vancouver. Position starting date will be in late September or early October 2022.

Main Duties & Responsibilities

- answering a high volume of calls to the Lawyer Referral Service hotline, assessing legal problems, and making appropriate referrals to Everyone Legal Clinic clinicians
- facilitating free consultations between clinicians and clients through the Lawyer Referral Service online platform
- entering client information accurately into the Lawyer Referral Service case management system
- determining whether clients meet financial criteria for APB's pro bono services and making referrals where appropriate
- training and supervising volunteers on the Lawyer Referral Service client hotline
- performing general administrative duties in support of APB's Executive Director, including generating monthly call and case data
- attending occasional public legal education and information events as a staff representative of the Everyone Legal Clinic

Qualifications, Experience & Skills

- post-secondary education or equivalent experience in law, legal administration, social services, counselling, or criminology
- legal, paralegal, or advocacy training and/or experience
- demonstrated commitment to the advancement of social justice
- knowledge of BC's justice system, court procedures, and legal resources
- high-level professionalism and confidentiality
- excellent verbal communication and writing skills
- strong record-keeping and administrative skills, including the ability to maintain reliable and accurate notes of APB clients and other contacts
- ability to thrive in a fast-paced environment with a high volume of client requests
- demonstrated ability to work effectively with people of diverse cultural and socioeconomic backgrounds
- demonstrated ability to work independently and in a team environment
- proficiency with Mac computers and Microsoft Office, and a willingness to learn and continuously adapt to new legal technologies
- proficiency in several languages an asset

How to Apply

Interested candidates should email emonahan@accessprobono.ca by 4:00pm on Wednesday, August 10, 2022 with their cover letter and resume attached in PDF format as one continuous document. No telephone calls please. Interviews will be conducted on a rolling basis so please apply early. Only candidates who are shortlisted for an interview will be contacted.

APB is committed to building an inclusive and diverse workplace, representative of the diverse communities that make up BC. We strongly encourage applications from all qualified applicants. Applicants from traditionally underrepresented or marginalized groups including Indigenous people, people of colour, LGBTQ+, and people with disabilities are encouraged to self-identify in their cover letter if they feel comfortable doing so.