



APB JOB POSTING

INTAKE COORDINATOR

1.0 FTE PERMANENT POSITION

Access Pro Bono (APB) seeks a community advocate, non-practising lawyer, paralegal, experienced legal administrative professional, or non-profit service provider for the full-time permanent position of Intake Coordinator for its Summary Advice Program.

APB's Intake Coordinator is responsible for completing a preliminary assessment of incoming client calls to its Summary Advice Program (i.e. legal advice clinics) to determine legal services/resources required. This involves gathering accurate client information in a sensitive and effective manner while matching each client's needs with an appropriate pro bono lawyer and/or other legal and non-legal services, and while entering client information into APB's case management systems. The Intake Coordinator is also responsible for training and supervising APB's large group of Client Call Volunteers.

Information on APB's Summary Advice Program is available at <https://accessprobono.ca/our-programs/summary-advice-program>.

This is a permanent full-time position with an annual salary of between \$60,000 and \$65,000, including benefits and five weeks of vacation. We may be open to negotiating a salary outside of the set range depending on the candidate's qualifications and experience. The successful candidate must be located in BC's Lower Mainland, but may work from home on a hybrid basis. The position will remain open until filled.

Main Duties & Responsibilities

- answering a high volume of calls to the Summary Advice Program client hotline, assessing the nature of clients' legal problems, and responding appropriately
- entering client information accurately into APB's case management systems
- determining if clients meet criteria for various APB services, otherwise suggesting suitable resources
- scheduling clients with appropriate pro bono lawyers
- training and supervising Client Call Volunteers on the Summary Advice Program client hotline
- performing general administrative duties in support of APB's executive staff, including the generation of monthly call and case data
- attending occasional public legal education and information events as APB's staff representative

Qualifications, Experience & Skills

- post-secondary education or equivalent experience in law, legal administration, social services, counseling, or criminology
- legal, paralegal, or advocacy training and/or experience, particularly in poverty law
- demonstrated commitment to the advancement of social justice
- knowledge of BC's justice system, court procedures, and legal resources
- high-level of 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 Erin Monahan (she/her) at emonahan@accessprobono.ca 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, 2SLGBTQ+, and people with disabilities will be prioritized and are encouraged to self-identify in their cover letter if they feel comfortable doing so.