The Black Legal Action Centre (BLAC) is a not-for-profit corporation incorporated under the laws of Ontario to combat individual and systemic anti-Black racism by providing legal services to members of Ontario’s Black communities, including engaging in advocacy, community development, law reform, test case litigation, and public legal education. BLAC is an independent community legal clinic funded by Legal Aid Ontario (LAO) and governed by a volunteer Board of Directors.

**JOB TITLE:** Intake Coordinator  
**REPORTS TO:** Office Manager/Executive Director

**PURPOSE OF POSITION**

This position has primary responsibility for performing reception duties and clinic intake functions, as well as litigation, administrative and secretarial support to the clinic staff. The incumbent is responsible for preparing reports and correspondence, processing forms and responding to general inquiries.

**MINIMUM HIRING REQUIREMENTS**

Related post-secondary diploma or demonstrated client service experience. Experience dealing with the public is essential. **Demonstrated commitment to anti-Black racism.** Proficiency with computers and word processing software essential (Windows and Microsoft Office), as well as excellent typing and computer skills. Ability to communicate well orally and in writing is essential.

**Desirable:** Specific training in legal secretarial skills an asset. Prior experience in a legal office or community legal clinic is beneficial. Ability to work in languages other than French and English considered an asset. Relevant experience in law specifically related to clinic services.

**MAJOR DUTIES & RESPONSIBILITIES**

**Intake/Reception**
- Carry out intake function in compliance with the office practice and procedures
- Punctually open office/reception for business each day
- Greet clients in a professional and courteous manner
- Transfer incoming calls to appropriate staff based on knowledge of functional responsibilities and clinic operations

Website: [www.blacklegalactioncentre.ca](http://www.blacklegalactioncentre.ca)
- Respond to inquiries from the public to provide information regarding clinic services, processes and procedures
- Assess client needs to ensure that the clinic can serve them and/or determine other appropriate services/ legal services
- Obtain necessary intake information from client to complete necessary intake documentation and forms
- Provide basic information using the intake manual, without giving legal advice, and document details for review by legal staff
- Assess the urgency of the client’s needs; where necessary, engage with caseworker staff to assist the client based on urgency
- Refer potential clients and the public to other legal services, social agencies, or government services based on knowledge of community services; assist with the services and follow up as needed and as appropriate
- Conduct initial conflict of interest checks and update the conflict list by adding names when directed
- Ensure privacy and maintain confidentiality of clients at all times

**Administrative**
- Collect information necessary to update file and clinic databases
- Receive, sort and distribute all incoming mail and hand delivered packages daily
- Scan, copy and file all original documents
- Assist as directed, to arrange meetings ensuring that appropriate equipment and facilities are booked and to arrange logistical details associated with clinic meetings, events, community development and public education programs and seminars
- Maintain a neat, orderly appearance to the clinic’s entrance area, front desk and conference room
- Update calendar to reflect clinic activities such as appointments, hearings and availability of staff
- Forward incoming faxes to the appropriate staff
- Other duties, as determined by the Office Manager and/or Executive Director

**Litigation Support**
- File court documents according to filing standards and clinic procedures
- Update tickler system based on established guidelines and rules of the Law Society of Ontario (LSO)
- Compile legal documents for preparation of hearings for clinic staff
- Draft correspondence, affidavits and statutory declarations under supervision of clinic legal staff
**WORKING CONDITIONS**

- Work may involve frequent exposure to difficult situations (e.g. providing advice to upset or agitated client(s)), occasionally subject to emotional situations and verbally hostile clients
- High volume of contacts and requirement to multi-task
- Use of electronic equipment and information technology
- Work at a desk in an open area with access to public on a daily basis
- Possibility of remote work due to COVID-19

**ESSENTIAL SKILLS**

- Ability to work effectively as part of a team and to take direction
- Ability to work in a friendly and cooperative manner with colleagues
- Capacity to deal with challenging situations
- Ability to communicate effectively, both orally and in writing
- Commitment to social justice, particularly combatting anti-Black racism, and delivering high quality legal services to low income individuals and groups
- Excellent computer skills
- High ethical standards
- Flexibility, excellent time management skills and ability to multi-task and prioritize work
- Strong interpersonal skills focused on building and maintaining positive relationships with all levels of staff, clients, volunteers and external stakeholders
- Attention to detail and problem-solving skills
- Demonstrated ability to advocate for clients with the public at large and similar organizations
- Ability to utilize analytical, interpretive, evaluative and constructive thinking
- Proficiency in MS Office (MS Word and MS Outlook, in particular); familiarity with email scheduling tools

**SALARY**

Salary will be based on relevant experience and be within the range of average salaries of Administrative Support in other LAO-funded clinics.

**ADDITIONAL INFORMATION**

Please apply via e-mail with a cover letter and resume by July 28, 2020 to the Hiring Committee at info@blacklegalactioncentre.ca. Please use the subject title “Intake Coordinator” in your email. All information received will be kept in the strictest confidence.

If you require any accommodation during the interview process please contact BLAC at info@blacklegalactioncentre.ca to make appropriate arrangements.

While we thank all applicants for their interest, only those selected for an interview will be contacted. We welcome applications from people who are reflective of the diverse communities we serve.