



Nishnawbe-Aski Legal Services Corporation

LEGAL AID ADMINISTRATOR

Job Description

Title: Legal Aid Administrator

Dept.: Legal Aid

Reports to: Director of Legal Services

JD #:

Approved: December 9, 2024

REVIEWED: December 9, 2024

Summary

The position reports to the Director of Legal Services and is responsible for overseeing the Legal Aid operations at Nishnawbe-Aski Legal Services Corporation (NALSC). The Legal Aid Administrator is responsible for supervising legal aid (LA) staff, coordinating Community Legal Workers (CLW's) for the delivery of services in northern communities and coordinating northern courts. The Legal Aid Administrator ensures all NALSC policies and procedures are applied with respect to managing staff.

Core Competencies:

- Well-developed written and verbal communications skills for dealing with clients, legal profession and other agencies.
- Attention to detail and ability to manage multiple tasks daily
- Utilize sound judgement for dealing with vulnerable clients
- Knowledge of Legal Aid Ontario (LAO) policies, Criminal Code of Canada, Family Law Act and Child and Family and Youth Services Act.
- Possess sound knowledge of the PeopleSoft and Microsoft programs; Word, Excel, PowerPoint, Teams and Zoom would be an asset
- Understanding of human resources practices and procedures
- Sound judgment, excellent administrative and organizational skills and proven ability to learn and be flexible
- Monitor matters pertaining to staff leaves, schedule, attendance for the purpose of planning and functioning of services.
- Train, orientate and update LAO, CLW and other NALSC staff about changes made to LAO policies and procedures
- Negotiation, understanding of interest-based negotiation for mutually beneficial solutions
- Conflict Management, ability to mediate and resolve conflicts and disagreements, skilled at objective conflict resolution approach to lead facilitation to mediated solutions, knowledge and understanding of fairness and due diligence. Maintain composure in stressful situations

Job Duties

Pursuant to the Personnel Policies and Procedures and under the supervision of the Director of Legal Services duties and responsibilities of include:

- Oversee the daily operations of the LA department and coordinate the delivery of legal aid and duty counsel services in Nishnawbe-Aski Nation.
- Scheduling advice lawyer, duty counsel, and coordinating northern court charters
- Preparing Court flights; and logging all travel.
- Supervise the work of LA staff and assess performance reviews as per NALSC policy and procedures
- Participate in screening and hiring decisions for new staff
- Report major staffing issues to the Director of Legal Services
- Review financial issues with Director of Legal Services and Finance Department
- Review NALSC/LAO budget with Management to support and plan yearly budgeting
- Attending management meetings and coordinating with other NALSC programs and LAO to promote the delivery of programs in Nishnawbe-Aski Nation.
- Support the Director of Legal Services by participating and meeting with service providers and stakeholders
- Assist with the development and delivery of public legal education for effective utilization across NAN
- Review monthly expense reports for NALSC duty counsel program
- A good understanding of legal aid policy and procedures by participating in training offered by LAO
- Review client applications and opinion letters in order to make eligibility decisions and authorizations
- Supporting the Director of Legal Services with panel management
- Perform other administrative and managerial duties as required
- Ability to manage staff and provide guidance and direction
- Provide direction and support with staff in decision making
- Resolve complaints from applicants, the bar, judiciary and others relating to LAO policies, criteria and procedures while referring complex or legal issues to the Director of Legal Services
- Schedule and chair regular LOA staff meetings
- Ensure staff have access to the information and resources required to fulfill their responsibilities

CASE MANAGEMENT:

- A good understand of NALSC policy and procedures and the services the corporation provides
- Knowledge of LAO's policy and procedures in administering the delivery of legal aid services.
- Determine applicant's legal eligibility for legal aid, following guidelines set out by Legal Aid Ontario policy and procedures manual.
- Review legal eligibility on applicants' circumstances and issue certificate based on opinion letters and appeals as per LAO policy and procedures manual
- Review and authorize travel for roster lawyer and duty counsel to Northern Courts.

- Oversee the northern duty counsel roster northern courts, duty counsel accounts and provide update and concerns to the Director of Legal Services.
- Establish contacts and maintain a network of community service agencies for client referrals.
- Support the Director of Legal Services with discussions and act as a delegate where necessary
- Work with PLE's, planning for each fiscal year including updating presentations.

WORKING CONDITIONS

- Work in off-site locations that pose potential risk to personal safety on a weekly basis.
- Work with exposure to emotionally charged situations, e.g., providing advice to upset or agitated clients or employees on a frequent, daily basis.
- Work does require driving a car as part of the job but not on a daily basis.
- Work performed results in strain from focused visual concentration or focused listening for periods of time more than 1 hour without a break, on a daily basis.
- Work allows little flexibility (if any) to change work activity or take a break to alter body position, 3-4 days per week, 4 hours or more per day.
- Prolonged periods of sitting at workstation, using a computer, typing, etc

Requirements

- Experience and/or education in law related field
- Knowledge of LAO policies and procedures and the criteria in making decisions
- Excellent computer skill in Microsoft office and Peoplesoft
- Training, mentoring and managing staff
- Excellent skills in Microsoft Office applications
- Good understanding of NALSC policies (personnel, financial and human resources)
- Familiar with budgets and forecasting
- No criminal record
- Ability to communicate in Anishnawbe language is a strong asset
- The Legal Aid Administrator will participate as a member of the Management team.

Reporting

- The Legal Aid Administrator is responsible to Director of Legal Services for overall work performance.

Meetings, Training and Outreach

- Attend all meetings, telephone and video conferences, committees, as directed.
- Attend professional development, training, workshops, education, as directed.
- Develop positive relationships with justice stakeholders

File maintenance

- Ensure all paper and electronic files are maintained up to date.

- Follow directives, guidelines, and policies for records management and file keeping policies.

Additional Duties and Responsibilities

- Complete all additional responsibilities and duties as assigned.

SALARY RANGE

Pursuant to established wage grid.

CERTIFICATIONS:

I certify that I have read and understand the responsibilities assigned to this position.

Employee Signature

Printed Name

Date

I certify that this job description is an accurate description of the responsibility assigned to the position.

Supervisor or H/R Signature

Printed Name

Date

I approve of the delegation of responsibilities outlined herein within the context of the overall organizational structure.

CEO's/ ED's Signature

Printed Name

Date