

F/T INTAKE COORDINATOR

Access Pro Bono (APB) seeks a community advocate, a paralegal, an experienced administrative professional with a law degree, or a non-profit service provider with proven interest and/or experience in social justice and/or the law for the full-time position of Intake Coordinator.

The position is permanent full-time (40 hours/week), and offers an annual salary of between \$50,000 and \$60,000 (depending on experience), benefits and five weeks of vacation in the first year of employment. Position starting date will be mid- June 2022.

Purpose of the Job

The Intake Coordinator is responsible for completing an intake assessment of all incoming APB client calls to determine legal services/resources required. This involves gathering accurate information in a sensitive and effective manner while matching the client's needs with appropriate legal and non-legal services, and while entering client information into APB's case management systems.

Main Duties & Responsibilities

- answering calls to APB's client hotline, assessing the nature of legal problems, and responding appropriately
- entering client information accurately into APB's case management system
- determining if clients meet criteria for APB services, otherwise suggesting suitable resources
- scheduling clients with appropriate pro bono lawyers
- training and supervising volunteers on APB's 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 APB's staff representative

Qualifications, Experience & Skills

- post-secondary education in law, social services, counselling or criminology
- legal, paralegal or advocacy training and 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 professionalism and confidentiality
- excellent verbal communication and business writing skills
- strong record-keeping and administrative skills
- demonstrated ability to work effectively with people of diverse cultural and socioeconomic backgrounds
- demonstrated ability to work independently and in a strong team environment
- high level of proficiency with Mac computers and Microsoft Office applications
- basic understanding of legal case management databases
- proficiency in several languages is an asset

Interested applicants should respond to Annie Baric, APB's Director of Operations & Engagement by 3pm PST on May 13, 2022 email to abaric@accessprobono.ca with a cover letter and resume. No telephone calls please.

APB is committed to building an inclusive and diverse workplace, representative of the diverse communities that make up BC. 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.

Interviews will take place over telephone or videoconference. Although we thank all applicants for their interest, only those candidates selected will be contacted.