



Newfoundland & Labrador Legal Aid Commission

The Newfoundland and Labrador Legal Aid Commission is an innovative, collaborative legal aid system that responds to the needs of low income persons by promoting access to justice through the provision of quality legal assistance for criminal, family and some administrative law matters. Services are provided through a staff based delivery model via thirteen full service offices and four project offices in the province.

We are seeking a self-motivated and highly competent individual to immediately fill the position of **Client Services Officer Institutions – Provincial Director’s Office (Permanent)**.

Position Summary

The Client Services Offices will have primary responsibility for receiving and processing applications for Legal Aid from individuals who are incarcerated in a Penal or other similar Institution together with responding to inquiries regarding the management of certificates from individuals who are incarcerated in a Penal or other similar Institution.

Accountabilities and Job Duties

- Establish and maintain appropriate procedures for receiving and processing applications from Penal and other similar Institutions within and outside the Province
- Establish and maintain appropriate procedures for receiving and processing applications from social agencies within and outside the Province
- Establish and maintain appropriate procedures for receiving and processing inquiries regarding the management of certificates from individuals in Penal and other similar Institutions within and outside the Province
- Provide ongoing evaluation of client eligibility
- Calculate and negotiate payment agreements with applicants
- Maintain a current inventory of programs and services, including printed material for applicants/clients
- Assist with knowledge sharing, mentoring and training of co-workers and new employees as requested
- Other related duties as assigned

Position Qualifications

To be considered for this role applicants should have post-secondary education in Criminology/Sociology or Corrections combined with experience working with people in custody, as well as people with mental health and addictions issues.

Knowledge, Skills and Abilities

- Comprehensive knowledge of the Legal Aid Act and Regulations,
- Familiarity with the Lamer Inquiry would be an asset
- Excellent oral and written communication, negotiation and interpersonal skills
- Ability to exercise sound judgment, diplomacy and tact
- Ability to diffuse conflict situations by utilizing effective conflict resolution skills

- Proficiency in Microsoft applications including Word, Outlook, PowerPoint and Excel

Salary and Benefits

The position is based in St. John's and will require travel within the province to Area Offices and Project Offices, as well as travel to Federal Institutions in the Atlantic Region. The salary range for this position is \$47,574.80 - \$52,852.80 annually.

Employees of the Newfoundland and Labrador Legal Aid Commission are covered under the Provincial Government Pension Plan and Health Plan. An optional Dental Plan and Disability Plan are also available.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Applications may be emailed to humanresources@legalaid.nl.ca by 12:00pm on **Friday January 4, 2019**.

Applications may be kept on file to aid in the staffing of similar vacancies.