

Job Title: Program Assistant
Reports to: Case Manager
Terms: Full-time (37.5 hours/week), \$47,000/annum + benefits
Closing Date: March 22, 2021

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Job Summary:

Rise Women's Legal Centre is a community legal clinic providing accessible legal services that are responsive to the unique needs of self-identifying women. Rise clients are often caught in the gap between being ineligible for legal aid yet unable to afford legal representation. Rise provides unbundled legal services, primarily in the area of family law. Most direct services to clients are provided through Rise's Student Clinic, which provides a clinical legal externship for up to six law students from the Peter A. Allard School of Law, although clients outside of Vancouver and the Lower Mainland also receive services from volunteer lawyers through the Virtual Legal Clinic (VLC). The Family Advocate Support Line (FASL) directly supports family law advocates and other frontline workers including transition home staff and settlement workers.

The goal of this position is to provide administrative and systems support to the Triage, VLC and FASL Programs. The Program Assistant will undertake a variety of duties to support these programs including conducting intake calls, coordinating volunteers, program outreach, data entry and retrieval for reporting purposes, assisting with evaluation through surveys, and scheduling and development of systems and manuals for Rise.

Essential Responsibilities

- File management – including opening files, organizing files within the server, reviewing files for completeness and updating files where necessary, and helping to ensure that files have been closed properly and documents returned to clients if necessary.
- Assist with intake calls including:
 - Responding to client inquiries
 - Conducting intake calls
 - Providing information and referrals
 - Helping clients apply for legal aid
 - Doing intake reports for Rise programs

- Provide in-person information and support to Rise clients as necessary (dependent on public health orders).
- Creating surveys for clients and other stakeholders using survey monkey or simple survey as necessary and administering surveys.
- Enter client data into Clio (client relationship management software) and tracking other program statistics as necessary.
- Assist with extracting data from programs for evaluation and reporting purposes.
- Assist with outreach to community organizations and advocates.
- Help to schedule and organize Zoom meetings with community partners and family law advocates.
- Take minutes at community meetings
- Schedule client appointments and coordinate between volunteer lawyers and community partners.
- Assist volunteer lawyers to prepare for client meetings.
- Help prepare and format presentations.

Supervision:

- This position reports directly to Rise’s case manager but will also receive direction from the VLC and FASL lawyers with respect to these programs.

Working Conditions:

- Full-time, 37.5 hours per week

Qualifications:

We are looking for candidates with the following qualifications:

- Basic knowledge of Microsoft Office and Zoom
- Meticulous attention to detail
- Ability to prioritize and respond to shifting program needs
- Ability to think strategically about systems development
- Ability to maintain strict confidentiality of sensitive material/information
- Experience with Clio or other database/client management system an asset, but not a requirement
- Knowledge of legal resources in BC an asset, but not a requirement

Rise Women’s Legal Centre is strongly committed to equity and diversity within its community. We especially welcome applications from Indigenous persons, racialized persons, persons with disabilities, persons with diverse sexual orientations and gender identities, and others with the skills, knowledge and experience to productively engage with diverse communities.

Please apply by March 22, 2021 (before midnight, Pacific Standard Time) by sending your cover letter and resume or cv (in PDF format) to Andrea Bryson, Case Manager, at abryson@womenslegalcentre.ca.