

## Update

Ministry

**Describe: Basic Job Details****Position**

Position ID

Position Name (30 characters)

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

**Employee**

Employee Name (or Vacant)

**Organizational Structure**

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

**Design: Identify Job Duties and Value****Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

1. Providing comprehensive and planning support to LEIT by managing the administrative functions related to reporting, organizational file management, evidence gathering, policies, procedures, precedents and knowledge management and sharing.
2. In collaboration with legal counsel, the Director, and other stakeholders, develop, draft, and continually update protocols for handling files. The protocols will outline the roles and responsibilities of LEIT and other stakeholders, and will take the form of a written procedural document, which shall include all steps from receipt of complaint to closing of file.
3. Providing litigation support during hearings, including exhibit handling and witness scheduling.
4. In collaboration with legal counsel, creating educational materials for clients respecting the human rights complaint process.
5. Working in collaboration with legal counsel to provide specialized advice and information necessary to

develop strategies and address potential issues pertaining to files.

6. Work with the legal counsel on the Trade, Innovation, Post Secondary Legal Team (TIPS) on hearing work as required.

Responsibilities Removed:

None.

### **Job Purpose and Organizational Context**

Why the job exists:

The paralegal has a central role within the Labour and Employment Law Team (LELT), contributing significantly to the effective management of human rights files, labour arbitration files, and other quasi-judicial matters. Working closely with the team and clients, the paralegal performs both substantive and procedural roles.

The paralegal applies relevant work experience and detailed knowledge of legislation, procedures and policy relevant to human rights and labour arbitration to provide comprehensive and efficient file management, to create a precedent bank, to collect and preserve evidence, to manage record exchange, to diarize and monitor deadlines, to coordinate witnesses and Crown representatives, to report to clients and stakeholders, to draft documents and correspondence, to ensure consistencies across files, and to assist at hearings in relation to the use of technology and presentation of evidence. In addition, the paralegal is expected to maintain a high level of technical expertise with software and technology required for file management, presentation, submission filing and hearing assistance.

The paralegal is required to draft and maintain current practice policies, procedures and templates for LELT, and provide guidance to the lawyers related to procedural matters.

The position requires the paralegal to possess a high degree of creativity, independent thought, personal accountability, outstanding software skills, attention to detail, strong professional ethics and the ability to work in a team environment.

### **Responsibilities**

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. Providing comprehensive and planning support to LELT by managing the administrative functions related to reporting, organizational file management, evidence gathering, policies, procedures, precedents and knowledge management and sharing.

2. In collaboration with legal counsel, the Director, and other stakeholders, develop, draft, and continually update protocols for handling files. The protocols will outline the roles and responsibilities of LELT and other stakeholders, and will take the form of a written procedural document, which shall include all steps from receipt of complaint to closing of file.

3. Providing litigation support during hearings, including exhibit handling and witness scheduling.

4. In collaboration with legal counsel, creating educational materials for clients respecting the human rights complaint process.

5. Working in collaboration with legal counsel to provide specialized advice and information necessary to develop strategies and address potential issues pertaining to files.

6. Work with the legal counsel on the Trade, Innovation, Post Secondary Legal Team (TIPS) on hearing work as required.

## Problem Solving

Typical problems solved:

Navigating different lawyering styles while ensuring consistency in file management. Resolving urgent filing deadlines (finding precedents, tracking deadlines, seeking extensions where appropriate). Managing stakeholder expectations while obtaining necessary information to administer and run files. Finding practical solutions to requests from stakeholders, for example in relation to evidence gathering and preservation. Ensuring compliance with particular requirements of administrative tribunals (submissions, witness statements, and electronic evidence). Ensuring submissions and evidence are served on appropriate parties. Solving problems that arise with witness availability and scheduling.

Types of guidance available for problem solving:

Legal Services Division's Organizational Learning Office (OLO), Meetings with LEIT Director and LEIT lawyers, Labour and Employment Law Practice Group, LEIT protocols.

Direct or indirect impacts of decisions:

Effective use of lawyer time, deadlines met in a timely manner, clients who are up to date on proceedings, efficiencies and consistency of files.

## Key Relationships

Major stakeholders and purpose of interactions:

The paralegal's key relationships within Legal Services Division will be with LEIT lawyers and LEIT assistants, the LEIT Director, other Divisional Directors advising impacted departments, and Issues Managers. The interactions will ensure the smooth running of all litigation hearings conducted by LEIT. External to the Division, the LEIT paralegal will work and coordinate with the Public Service Commission, given the multiple forums available to advance claims. The LEIT paralegal will also interact regularly with impacted departments, ensuring regular reporting, evidence collection, and efficient hearing preparation. The LEIT paralegal will interact with the Human Rights Commission, for the purpose of meeting filing deadlines and meeting applicable bylaw requirements.

## Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)			

If other, specify:

Legal Assistant Experience; Legal Research Experience.

Job-specific experience, technical competencies, certification and/or training:

Computer skills: Microsoft Office Suite; NUIX; Viso; Ecarswell; CanLii.

## Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Integrates broader context into planning:</p> <ul style="list-style-type: none"> <li>Plans for how current situation is affected by broader trends</li> <li>Integrates issues, political environment and risks when considering possible actions</li> <li>Supports organization vision and goals through strategy</li> <li>Addresses behaviours</li> </ul>	<p>The paralegal will be responsible for designing and implementing a new protocol for managing files, and will need to see this project through while navigating stakeholder feedback and understanding current limitations. The paralegal will need to strategize how to best design and implement this protocol</p>

		that challenge progress	while supporting current workload.
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	Aligns different groups to achieve goals and realize broader outcomes: <ul style="list-style-type: none"> <li>• Defines work mission to achieve APS goals and integrate projects</li> <li>• Provides bold advice to stakeholders</li> <li>• Proactively improves overall performance, measured through metrics</li> </ul>	The paralegal will need to proactively improve the management of litigation work performed by LET, which impacts a number of stakeholders. The paralegal will exercise APS values while aligning this feedback into the new protocol, providing advice to the LET Director and LET team.
Agility	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Proactively incorporates change into processes: <ul style="list-style-type: none"> <li>• Creates opportunities for improvement</li> <li>• Is aware of and adapts to changing priorities</li> <li>• Remains objective under pressure and supports others to manage their emotions</li> <li>• Proactively explains impact of change on roles, and integrates change in existing work</li> <li>• Readily adapts plans and practices</li> </ul>	Given this new way of streamlining LET work, the paralegal will consistently work through issues as they arise and be a large driver in change management for both the team and all stakeholders. The paralegal will be tasked with implementing change to existing files, and will need to support others with this change management. The paralegal will need to be agile in recognizing problems and in implementing solutions in an objective way.
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Involves a wide group of stakeholders when working on outcomes: <ul style="list-style-type: none"> <li>• Involves stakeholders and shares resources</li> <li>• Positively resolves conflict through coaching and facilitated discussion</li> <li>• Uses enthusiasm to motivate and guide others</li> <li>• Acknowledges and works with diverse perspectives for achieving outcomes</li> </ul>	This position will require a great deal of skill in navigating the change from individual processes to a team protocol. Collaboration will be key in achieving this new mindset and in ensuring its effective adoption and operation moving forward. In order for the new systems to be effective, all stakeholders will need to be positively engaged and motivated to effect change.