

## **PCAS24-090-Service Coordinator, Legal (5 Month Contract)**

Job Title: Service Coordinator

Department: Legal Services

Location: Peel CAS, 25 Capston Dr. Mississauga, Ontario

Application Deadline: December 30, 2024

Hourly Grade: 10 Non-Union (\$37.22 - \$47.20)

*Please note: contract duration may be subject to change; however, the contract end date is June 2, 2025.*

Provides a complete range of administrative and support services to the Director of Legal Services, Disclosure and Information Management and the Privacy Program. This position also provides coverage to the other Executive Assistants reporting to the Chief Executive Office.

**\*This is a confidential position.**

### **PRINCIPLE RESPONSIBILITIES**

1. Assists the Director(s) in preparing professional quality reports, analyses, and presentations, using a variety of software packages and systems.
2. Summarizes and seeks out relevant materials and information as background and support information for the Director's participation in meetings. Develops working files on various topics or on a specific subject matter for the Director.
3. Assists the day-to-day work of the Director of Legal Services, Disclosure and Information Management and the Privacy Program, which is often complex and multi-layered as well as of a sensitive and confidential nature.
4. Communicates both internally and externally on behalf of the Director of Legal Services, Disclosure and Information Management and the Privacy Program as required, using discretion and judgment with regard to information conveyed and action/referral required.
5. Acts as a conduit of information for the Legal Services, Disclosure and Information Management and Privacy Program including the handling of information of a sensitive and confidential nature.
6. Coordinating and supporting agency and Branch initiatives including assisting in the development, implementation, monitoring, and evaluation of project plans, as well as cataloguing these plans for the agency.
7. Administering and organizing records for the Branches (e.g. email groups, branch membership, etc.) and archiving information accordingly.
8. Organizing special projects and events (both internal and external) for the Director of Legal Services, Disclosure and Information Management and the Privacy Program and supports the other Executive Assistants in preparing for special and external events as required.

9. Drafts and prepares best practices, legal/privacy newsletters, routine correspondence and memos for review, signature and distribution.
10. Designs and maintains legal webpage for agency intranet.
11. Creates process mapping for Legal Services, Disclosure and Information Management and Privacy Program.
12. Supports the Director(s) in monitoring department budgets and expenses.
13. Prepares agendas and takes minutes and prepares same for distribution and follows up on deferred items for committees chaired by the Director of Legal Services, Disclosure and Information Management and the Privacy Program.
14. Support to Director of Legal Services, Disclosure and Information Management and the Privacy Program with admin functions for cases before the court
15. Supports the Director of Director of Legal Services, Disclosure and Information Management and the Privacy Program, including preparing agenda, taking minutes, for projects and/or committees as required
16. Assist Privacy Program with Privacy related matters
17. Gather Privacy Breach statistical data for the IPC
18. Reviews and sorts mail and/or e-mail, for the Director's attention according to priority as required.
19. Provide coverage for other service coordinators and Legal Admin team in assigned Branch as required
20. Answers calls, as required for general client inquiries and departmental coverage.

#### **JOB SPECIFICATIONS/COMPETENCIES**

1. Excellent knowledge of a range of efficient and effective administrative systems, administrative support, work processes and services.
2. Excellent computer and word processing skills with advanced knowledge and skill with respect to a variety of software packages, including Microsoft Office, Power Point, and Excel.
3. Thorough knowledge of the agency's values, mission, mandate, organizational structure and personnel, in order to act as an information conduit for the Branches and departments, as well as providing support for the broad range of both internal and external contacts involving the Director(s).
4. Exceptional communication and interpersonal skills to respond to a variety of internal and external inquiries on behalf of the Director(s), Branches and departments.
5. Proven ability to deal effectively with all levels of the organization as well as external stakeholders.

6. Ability to exercise sound judgement, discretion, tact and diplomacy to handle sensitive issues and inquiries.
7. Strong judgement, analytical skills, ability to prioritize, problem-solve and work on multiple initiatives at once time to determine the nature, urgency and appropriate action required.
8. Extremely detail oriented with a high level of accuracy and follow-up.
9. Excellent ability to take verbatim minutes as well as prepare summaries.
10. Ability to work as a member of a team providing help and support to colleagues as required, along with ability to be self-motivated and work independently to achieve results.
11. Demonstrated experience working with cultural and diverse initiatives and supporting the creation of inclusive organizations and/or communities.
12. Knowledge of French is considered an asset.

#### **QUALIFICATIONS:**

**Education:** Diploma in Legal Administration

**Experience:** Minimum of 4-5 years related experience

**HOURS OF WORK:** 9am-5pm, Monday to Friday, however working hours may vary and applicants must be flexible to work outside of standard office hours

#### **WHAT WE OFFER:**

- Flexible options for hybrid remote work
- Employee Assistance Plan
- Interactive Employee Wellness Programs
- Extensive Training & Development opportunities
- Introductory Webinars (WHMIS, AODA, Health and Safety)
- Generous Pension Plan through OMERS (part-time and full-time employees are entitled to enroll)
- Onsite Gym
- Staff Lounge

Child welfare is a rewarding career option that enables caring individuals to support the community and make a positive difference in the lives of children, youth, and families. As one of the largest CAS's in the province, we are proud of our ongoing innovation and leadership throughout the sector. Seeing well over 10,000 families a year, Peel CAS has the lowest number of children and youth in care per capita across Canada. 99% of the work we do is with children, youth, and families in their own homes. We are also home to the Child Welfare Immigration Centre of Excellence (CWICE) which is the centralized service in Ontario that supports child welfare organizations on cases involving unresolved immigration, settlement, or border-related issues. In addition, Peel CAS offers

extensive programming dedicated to youth success through our Trailblazers Youth Centre, developed and led by youth to access exceptional services and supports to thrive, belong, build life-long connections and position themselves as leaders.

As an equal opportunity employer, we value Diversity, Equity, and Inclusion (DEI) and Truth and Reconciliation. We are grateful that our workplace diversity is representative of the communities that we serve and are committed to creating an inclusive environment where all employees feel like they belong. Should you require accommodation during the recruitment and selection process please contact us at [tkhaira@peelcas.org](mailto:tkhaira@peelcas.org)