POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE: Review Counsel, Queen's Legal Aid
DEPARTMENT: Faculty of Law
POSITION NUMBER: 00501000
GRADE: 9 EFFECTIVE DATE: July 18, 2013

JOB SUMMARY:

Queen's Legal Aid (QLA) is both a legal clinic and a clinical education program. Under the supervision of staff lawyers (Senior Review Counsel and Review Counsel), law students at QLA deliver legal services to low income residents of Kingston and Napanee, Queen's and St. Lawrence students.

As a legal clinic, QLA serves upwards of 500 clients each year. As a clinical education program, QLA serves upwards of 88 law student caseworkers each year. Most student caseworkers perform their clinical duties on a volunteer basis. However, approximately 18 student caseworkers are registered in *Law 590: Clinical Litigation Practice*. These student caseworkers perform their clinical duties for academic credit.

Reporting to Senior Review Counsel, who reports directly both to Legal Aid Ontario and to the Dean of Law, Review Counsel, has responsibility for the delivery of legal services by the clinic, other than elder law, for design and instruction of *Law 590: Clinical Litigation Practice,* and for the supervision and academic assessment of student caseworkers.

Review Counsel has input into operating decisions at QLA and oversight responsibility for clinic compliance with guidelines established for clinical education programs at the Faculty of Law.

Review Counsel is governed by the Law Society of Upper Canada, a regulatory body for all Ontario-based lawyers, and must personally practice in compliance with the provincial *Barristers Act*, *Law Society Act*, *Legal Aid Services Act* and *Solicitors Act*, as well as the provincial Rules of Professional Conduct. In coordination with Senior Review Counsel, review counsel has responsibility for clinic compliance with these same statutes and rules.

KEY RESPONSIBILITIES:

- In coordination with Senior Review Counsel, supervise and harmonize professional services delivered by the clinic, including adherence to all applicable statutes and rules, and the timely delivery of competent professional legal services to all of its clients.

- In coordination with Senior Review Counsel, assist with clinic operational and administrative matters, including compliance with guidelines, policies and procedures, analyzing data and advising

on the scope and nature of QLA activities, delegating to clinic staff as required, supervising student caseworkers, and directing and monitoring the legal services delivered to QLA clients.

- Counsel students personally and professionally to ensure the quality of clinic services, including teaching, guiding legal research, scrutinizing legal writing and professional correspondence, monitoring client and file management techniques, ensuring adherence to deadlines and undertakings, and assisting in preparation for appearances before courts and tribunals.

- Attend at continuing legal education programs and conduct personal legal research to stay aware of legal developments that affect QLA clients specifically and practical developments that affect the general delivery of legal services.

- In coordination with Senior Review Counsel, design and instruct the academic program in *Law 590: Clinical Litigation Practice*, including grading student caseworkers, staying current on developments in the pedagogy of clinical legal education, and carrying out academic and administrative duties as a Term Adjunct at the Faculty of Law.

- Ensure the provision of community legal education, law reform activities and legal support to clients and client groups by:

  - producing materials for community education in the form of pamphlets, articles, manuals and self-help kits
  - participating in the development and organization of outreach programmes for specific groups
  - acting as Clinic resource person in various community organizations
  - preparing legal briefs and other law reform activities
  - preparing a programme of educational seminars designed for the client community, giving speeches, workshops, and other educational activities
  - lobbying and advocating for law reform in co-operation with other clinics and groups
  - Participating in inter-clinic activities as appropriate.

REQUIRED QUALIFICATIONS:

- LL.B. or J.D. degree

- membership in good standing in the Law Society of Upper Canada; qualification to practice law in Ontario

- minimum five years of job-related experience

- familiarity with legal practice and with types of community resources available to QLA clients

- administrative experience, including personnel and office management

- teaching or supervisory experience with students

SPECIAL SKILLS:

- superior capacity to work on complex tasks, meeting deadlines despite many interruptions
- superior capacity to handle many complex tasks at once, along with competing time demands and shifting priorities
- exceptional supervisory skills, including:
  - the ability to explain and engender respect for rules of professional conduct and clinic policies and procedures
  - the ability to provide clear direction
  - the ability to delegate responsibility
  - the ability to monitor delegated responsibility, while encouraging self-help and initiative
  - the ability to track numerous, unrelated tasks involving short timelines and established deadlines
  - the ability to counsel and guide, directing attention and editing work, as required
  - the ability to acknowledge work done well
  - the ability to accept responsibility, as appropriate, for work done poorly
  - the ability to devise new policies and procedures, based upon experience, and the willingness to invite and adapt to new ideas
  - the ability to handle difficult situations with firmness, grace and good humour
  - the ability and willingness to make decisions
- good communication skills, both written and verbal
- good presentation skills
- exceptional professional judgment, common sense and flexibility
- exceptional awareness of ethical and professional standards required for proper delivery of legal services
- good awareness of particular issues raised in poverty law practice
- good sensitivity to needs and demands of consumers and providers of professional services, especially where the latter are students
- good attention to detail, coupled with good capacity to conceptualize, thinking creatively and strategically
- good teaching skills, including the ability to recognize and adapt to students with varying academic backgrounds and levels of legal experience
- good ability to analyze quickly and to respond in crisis situations

- good capacity for diplomacy, tact and discretion

DECISION MAKING:

- considering and advising on operational decisions, policies and procedures for QLA, on both a day-to-day and a long term planning basis

- selecting clients for QLA (establishing broad guidelines and then deciding upon applications from individual applicants)

- deciding upon appropriate referral information, when applicants are rejected as QLA clients

- determining the legal services required by clients: deciding whether the work of student caseworkers is appropriate and adequate (giving initial direction and then closely supervising all research, correspondence and representation)

- on occasion, identifying and responding to needs for emergency legal services, either personally or through delegation to student caseworkers

- considering and advising on the content and instructional strategy of training programs for caseworkers; considering and advising on the content and instructional strategy of the clinic

- grading the work done by students registered in Clinical Litigation Practice

- determining whether student caseworkers need specific counselling or guidance and deciding how to offer this discreetly and effectively

- identifying and advising on hiring and firing issues; identifying and advising on disciplinary issues; considering and advising on complaints from clinic staff, clients and student caseworkers, as well as any other complaints

- managing multiple, complex, simultaneous tasks; juggling priorities to meet changing, often competing deadlines

- allocating a continuous, stable and challenging workload for student caseworkers

SUPERVISORY RESPONSIBILITIES:

□ Yes

The right to hire summer students, or to make an effective recommendation to do so?

□ Yes

The right to fire summer students, or to make an effective recommendation to do so?

□ Yes

Responsible for handling summer student disciplinary matters, including issuing written warnings?

□ Yes

Responsible for conducting summer student performance appraisals?

□ Yes

Responsible for delegating work and ensuring that it is satisfactory?

□ Yes

SIGNATURES:

Date

_____ _____

Incumbent

_____ _____

Manager

_____ _____

Department Head/Director or Designate