

Job Summary – Approved March 18, 2021

The Executive Director, as the Clinic's leader and champion, reports to the Board of Directors and is responsible for the effective and efficient delivery of CLCYR's programs and services and overseeing Clinic operations. The following are the key areas of responsibility:

- Embrace, model and communicate the Vision, Values and Mission of the Clinic;
- Work with the Board of Directors to establish and execute strategic goals and objectives for the Clinic, in order to meet the needs of low income people in York Region;
- Ensure deployment of Clinic resources to deliver Clinic services efficiently and effectively and according to the strategic plan, the budget and Board policies;
- Lead, guide and direct the Clinic's operations and activities, including administration, managing staff and the delivery of quality client services;
- Provide support and advice to the Board of Directors;
- Apply an anti-poverty, social justice, and equity lens to the Clinic's internal operations and work outcomes, including understanding of the systemic implications of anti-black and indigenous racism;
- Analyze and evaluate the effectiveness of all Clinic operations using qualitative and quantitative data;
- Identify, develop and ensure effective relationships are maintained with community and civic organizations, funders and supporters, other clinics, other agencies, partners, the general public, and regulatory bodies, and represent the Clinic in those relationships;
- Implement policies established by the Board of Directors or required by legislation and make recommendations for policy changes to the Board;
- Develop, nurture, support, and maintain organizational systems and effective personnel practices;
- Coordinate Clinic activities and ensure appropriate evaluation;
- Ensure the Clinic is in compliance with the Funding Agreement with Legal Aid Ontario (LAO) and work with LAO in a collaborative, cooperative manner;
- Ensure legislated requirements are met;

Job Requirements

Education:

- Law degree (J.D. or LL.B.)

Experience:

- Minimum of 8 years' experience working in the area of poverty law, access to justice and/or human rights law;
- Demonstrated commitment to equity, diversity and inclusion, and an understanding of systemic racism, including anti-black and indigenous racism;
- 3-5 years of leadership experience;
- Experience with budget oversight and financial reporting;
- Proven track record of building cohesive, healthy, respectful workplaces; and
- Experience working with non-profit organizations' boards of directors or equivalent is an asset.

Professional Affiliations/Memberships:

- Member in good standing of the Law Society of Ontario.

Additional Skills/Abilities:

- Collaborative leadership skills.
- Participatory management skills.
- Written and oral French and/or second language an asset.

Duties & Responsibilities

Management of Staff

- Ensure a collaborative and consultative working environment that is respectful and inclusive.
- Ensure legal and non-legal staff comply with professional standards.
- Ensure compliance with all legislative and regulatory requirements.
- Report potential errors and omissions to appropriate bodies and insurers.
- Ensure work is completed on schedule, within budget, and according to policies and procedures.
- Ensure regular staff meetings are held to encourage staff participation in the evaluation, planning and development of clinic operations and services.
- Facilitate resolutions to staff conflicts in a consistent, fair and equitable manner.
- Ensure effective delivery of services to clients and programs to the community.
- Ensure hiring is conducted based on job requirements, candidate qualifications, and Clinic policy.
- Ensure training and development opportunities for staff are provided.
- Evaluate employee performance based on assessment of individual's work and achievement of performance goals and address performance-related issues as needed.
- Recommend personnel policies to the Board of Directors.
- Ensure personnel policies (i.e. vacation scheduling) are applied in a fair and consistent manner.
- Ensure compliance with Board policies in a fair, consistent and open manner.

Management of Clinic

Clinic Operations

- Present annual operational plans pertaining to clinic programs and services to the Board for approval.
- Ensure annual funding applications to ensure operational funding to cover planned Clinic services to the community.
- Oversee the implementation and maintenance of clinic programs and services in accordance with operating guidelines.
- Identify the need for changes to existing legal aid/poverty law services.
- Develop and maintain current clinic policies and administrative procedures in conjunction with the Board of Directors and as required by legislation.

- In conjunction with the Board, ensure an annual general meeting is held in compliance with provincial legislation and Clinic by-laws.
- Ensure the development and implementation of an ongoing community development strategy, guided by the Clinic strategic plan.
- In conjunction with the Board, develop and support the Clinic membership.
- Evaluate effectiveness of policies and administrative procedures to ensure delivery of legal services that meet community needs.
- Establish systems for collecting and compiling qualitative and quantitative data for reporting on clinic activities to funders and others.
- Present regular status reports to the Board regarding clinic operations, issues and initiatives.
- Present detailed reports to the Board as required.
- Address client complaints in relation to the clinic operation and/or case decisions.
- Evaluate effectiveness of the satellite locations in order to ensure access to clinic services throughout York Region.

Financial Management

- Ensure timely and accurate financial reports are delivered to the Board, LAO and other funders as required.
- Present an annual budget to the Board before March 31 of each year and oversee its implementation.
- Ensure maintenance of accurate and timely personnel obligations and records, in compliance with the Human Resources Policy Manual.
- Implement financial controls to ensure adherence to budget and Generally Accepted Accounting Principles.
- Approve all contracts for services from outside service providers.
- Act as the signing officer for the Trust Account and disbursements.
- Review financial reports for discussion with the Board Treasurer.

Funder Relations

- Develop and maintain collaborative and cooperative relationships with Legal Aid Ontario.
- Ensure compliance with the funding agreement between the Clinic and LAO, including timely reporting obligations.

Outreach Services

- Responsible for coordinating activities with other legal clinics, other service providers and partner agencies.
- Develop policy positions and proposals for legislative reform.
- Support law reform activities.

- Oversee all public communications from the clinic, including social media platforms, comply with Clinic policies.
- Oversee community outreach and public legal education initiatives for staff.
- Oversee the development of educational and promotional materials to communicate clinic services.
- Oversee media strategies to communicate poverty law issues and community concerns.
- Represent the clinic to clients, government representatives, LAO, the Board and the public.

Legal Oversight

- Maintain knowledge of poverty law, various associated statutes and regulations.
- Ensure staff compliance with professional obligations.
- Provide strategic legal advice as required.

NOTE: This job description is not intended to be all-inclusive. The Executive Director may perform other related duties to meet the ongoing needs of the clinic.

Accountability

Direct:

- The Executive Director is directly accountable to the Board of Directors.

Indirect:

- The Executive Director, through the Board of Directors, is accountable to Legal Aid Ontario (LAO) as the major funder of the Clinic.

Supervision/Direction given

Direct

- All Clinic staff report to the Executive Director.

Relationship with the Board of Directors

The Executive Director is responsible for:

- Respond to board requests in a timely manner.
- Prepare documents for board review. (e.g. - financial statements, ED reports, etc.)
- Effective communication with the board to ensure relevant and critical information is shared in a timely manner.
- Participate in an annual performance review.