

Job Description

AGENCY PROGRAM: Housing Resource Centre (HRC)
JOB TITLE: Paralegal
JOB CLASSIFICATION: Coordinator 1/Counsellor
REPORTS TO: Manager, Housing Resource Centre

POSITION SUMMARY: The Paralegal provides direct service to tenants and provides consultation to HRC staff providing non-legal tribunal support and accompaniment services to tenants.

QUALIFICATIONS:

- Must hold a valid paralegal license from the Law Society of Ontario
- Paralegal diploma from a recognized institution
- Education and experience in social services considered an asset
- Experience working with vulnerable or marginalized tenants in a housing or social services organization
- Knowledge of the local housing and social service system and the Residential Tenancies Act
- A commitment to supporting tenants and advocating for tenant rights
- Proven assessment, case management and client service skills
- Skilled in crisis intervention and de-escalation
- Excellent verbal and written communication skills
- Ability to work cooperatively within a team environment
- A thorough understanding of issues affecting people living in poverty
- Demonstrated ability to work respectfully with highly diverse populations
- Commitment to social equity/social justice
- Strong computer skills including Internet, Word, Excel and Database programs
- Lived experience of homelessness or housing insecurity is an asset
- Police check with vulnerable sector screening

MAJOR DUTIES:

- assist with design, development and delivery of the Paralegal program at HRC
 - provide consultation to HRC staff providing non-legal eviction support services to tenants
 - identify new processes, procedures, and service pathways that will be responsive to the emerging needs of tenants and HRC staff
 - assist with design and development of program description, policies and procedures
 - assist with creation of program paperwork, eligibility criteria, referral processes, etc.
- provide direct service to vulnerable tenants
 - create professional and supportive interactions and relationships with clients
 - assess client need, utilizing assessment tools as appropriate to inform case management and service provision
 - assist with preparing and presenting cases before the Landlord and Tenant Board, ensuring compliance with the Residential Tenancy Act

- conduct legal research, gather evidence, and assist in negotiations to resolve landlord-tenant disputes
- Seek out, attend and participate in DEI-related professional development activities
- Establish and maintain positive working relationships with community partners in multiple sectors throughout Peterborough City and County
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- Maintain client files in accordance with accredited agency standards
- Participate in team and agency meetings, events, and initiatives
- Bring forward emerging issues, trends and service gaps impacting our community to a member of the leadership team or relevant committee member
- Provide supervision to Paralegal placement students
- Other related duties, as assigned

Revised by: Annie Hedden
Manager, HRC

Date: February 28, 2024

Approved by: Kirsten Armbrust
Executive Director

Date: February 28, 2024