



## IDENTIFICATION

Department	Position Title	
Justice	Court Worker Supervisor	
Position Number(s)	Community	Division/Region(s)
82-10066	Yellowknife	Legal Aid Commission

## PURPOSE OF THE POSITION

The Court Worker Supervisor is responsible for the management of the Court Worker program of the Legal Aid Commission including the direct supervision of the regional Court Workers. The Court Worker Supervisor acts in accordance with the *Legal Aid Act*, *Regulations* and the *Policies and Guidelines* of the Legal Aid Commission to ensure effective training, open communication and proactive staffing/performance management of the regional Court Workers. The Court Worker Supervisor also continues to participate in and ensure access to systems of justice to individuals and communities throughout the Northwest Territories in accordance with the provisions of the *Legal Aid Act*, *Regulations* and *Policies* of the Legal Aid Commission.

## SCOPE

Located in the Yellowknife head office of the Legal Aid Commission and reporting to the Executive Director of the Legal Aid Commission, the position supervises 9 Court Workers located in communities throughout the Northwest Territories.

The Court Worker Supervisor directs the Court Worker program by scheduling the attendance of regional Court Workers for circuit appearances of the Territorial Court, implementing ongoing training, supervising data collection for the purposes of Territorial and Federal reporting requirements and evaluating the effectiveness and efficiency of the program.

The Court Worker Supervisor is also responsible for performing the work of a Court Worker, which includes providing assistance and advice to people in conflict with the law or requiring assistance in matters relating to the law in Yellowknife and surrounding communities. Court Workers directly impact the outcome of legal processes within the Northwest Territories. Correct information and understanding of legal issues and processes is required for the appropriate carriage of justice, and the maintenance of public confidence in the administration of justice in the Northwest Territories.

Much of the role involves working closely with accused persons, community justice committees, lawyers, Courts (JP, Territorial and Supreme), probation officers, court staff, police, clients, the public at large and other stakeholders within the justice system. The position works within legislation, criminal and civil procedure, and policies related to the provision of legal services to individuals and communities, including the *Legal Aid Act*, the *Criminal Code (Canada)*, the *Youth Criminal Justice Act (Canada)* and Territorial Statutes (i.e.: *Liquor Act*, etc.)

The Court Worker program in the NWT provides over 5,000 referrals and facilitates over 1,000 legal aid applications annually.

All of the information obtained through employment as the Court Worker Supervisor is private and confidential and is often subject to Solicitor and Client privilege. Court Workers are subject to a Code of Conduct.

The incumbent must balance the duties of a Supervisor with the responsibilities associated with being the only Court Worker located in Yellowknife.

## **RESPONSIBILITIES**

- 1. DETERMINES ASSIGNMENT AND SCHEDULING OF REGIONAL COURT WORKERS TO TERRITORIAL CIRCUIT COURT**
  - Ensures that a regional Court Worker is assigned to each Territorial Court circuit (approximately 85 annually)
  - Monitors Territorial Court docket to assess need for legal aid applications and status of applications already taken and assigns Court Workers to complete applications as required
  - Liaises with Court Services, Defence Counsel and the Judiciary as required to ensure regional Court Workers attend circuit or special sittings as required
- 2. AUTHORIZES AND VERIFIES TRAVEL OF REGIONAL COURT WORKERS**
  - Receives, reviews and approves all travel arrangements for Court Workers attending Territorial Court circuit
  - Receives and reviews all Court travel logs, completed dockets and Court logs as posted by Court Services to ensure Court Worker compliance
  - Receives, reviews and approves all expense claims of regional Court Workers
- 3. SUPERVISES DAY TO DAY FUNCTIONS OF REGIONAL COURT WORKERS**
  - Provides direction and leadership to the Court Workers in other communities via email, phone and teleconferencing
  - Travels to other NWT communities to provide personal instruction and guidance to Court Workers as required
  - Ensures safety in the operation of the Court Worker program

- Manages staffing activities for Court Workers, including approving leave and overtime
- Provides day to day front-line performance management and conducts performance evaluations
- Leads hiring processes in consultation with the Executive Director  
Identifies and develops new methods to increase communication and visibility of the Court Worker program

**4. VERIFIES AND AUDITS CREDIT CARD USAGE BY REGIONAL COURT WORKERS**

- Receives, reviews and authorizes requests by regional Court Workers for purchases in accordance with financial procedures of the Legal Aid Commission and the GNWT
- Reconciles VISA statements monthly, ensuring all purchases are authorized and documented
- Prepares payment documentation in a timely manner
- Maintains system of records in accordance with financial procedures of the Legal Aid Commission and the GNWT

**5. DETERMINES AND EVALUATES ANNUAL TRAINING REQUIREMENTS OF THE REGIONAL COURT WORKERS**

- Assesses skills, capacities, needs and interests of regional Court Workers
- Prepares annual training plan including research as required for approval by Executive Director
- Prepares and submits applications for training funds to Justice Canada or other funding sources
- Conducts annual training in conjunction with expert speakers, community partners and other justice stakeholders
- Conducts ongoing training by way of teleconferences and email circulation as required
- Evaluates all training initiatives
- Reports on all training events at least annually

**6. MANAGES THE EFFECTIVENESS OF THE COURT WORKER PROGRAM, USING AVAILABLE DATA, AND MAKES RECOMMENDATIONS FOR PROGRAM IMPROVEMENT**

- Ensures that relevant data is being collected and analyzed
- Researches similar data from other jurisdictions, and compares to NWT data
- Analyzes the data being collected, and reports trends or patterns to the Executive Director, along with recommendations for applicable improvements
- Reports at least annually to Justice Canada

**7. LEADS THE PROVISION OF PUBLIC LEGAL EDUCATION AND INFORMATION PROVIDED BY COURT WORKERS.**

- Leads in the development of legal process material for the Court Workers to present in seminars and workshops
- Leads in the preparation and distribution of informational material pertaining to the law (e.g., pamphlets and other publications)
- Proposes innovative avenues through which Court Workers can relay information to the public
- Participates in initiatives within the Northwest Territories that have crime reduction or Access to Justice as their mandate

**8. PROVIDES ASSISTANCE AND ADVICE TO CLIENTS IN CONFLICT WITH THE LAW.**

- Takes legal aid applications and assists with processing of applications for legal aid
- Appears as an advocate in Territorial Court and Justice of the Peace Court on behalf of clients to secure adjournments, speak to sentence and occasionally simple trials under the supervision of a lawyer and guidelines established by the Legal Aid Commission
- Identifies clients who may be appropriate for diversion and assists with that process
- Researches and identifies the resources available within the community
- Provides assistance at trials to lawyers
- Interprets for defence counsel or arranges for interpretation for defence counsel
- Conducts interviews under the supervision and direction of lawyers
- Makes client referrals to appropriate community agencies including community justice committees, lawyer or court
- Assists with the preparation of Court documents for limited matters such as fine extensions, probation variations etc.
- Commissions documents as Commissioner for Oaths or Notary Public
- Provides support to and liaises with community justice committees

**9. PERFORMS PROGRAM ADMINISTRATIVE DUTIES.**

- Observes established protocols for the opening, management and closing of client files (diary systems, conflict checks, etc.)
- Participates in all administrative functions designed for the due administration of the Legal Aid Act, Regulations and Policies of the Legal Aid Commission
- Participates, as required, in the development and implementation of programs related to the objects and mandate of the Legal Aid Commission as set out in the *Legal Aid Act, Regulations and Policies*

**KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of the justice system and criminal law procedures in particular
- Knowledge of community needs in relation to circuit court sittings
- Ability to work with people in an effective and tactful manner
- Ability to gather and analyze program data, and provide recommendations

- Ability to manage and monitor the training budget
- Ability to effectively supervise and motivate staff
- Knowledge of relevant legislation, criminal and civil procedure, and policies related to the provision of legal services to individuals and communities
- Ability to maintain good relations with community services such as Band Councils, RCMP, Probation Services and Social Services
- Ability to work effectively in a cross-cultural environment
- Strong theoretical understanding of human behaviour and strong interpersonal skills
- Excellent written and verbal communication skills
- Proven case management ability and the ability to work independently with minimal supervision
- Strong problem solving and time management skills
- Strong organizational skills, computer skills and research skills

**Typically, the above qualifications would be attained by:**

The required level of knowledge and experience will be acquired through the completion of a college level certificate or diploma in the field of office administration or management studies along with a minimum of 2 years' directly related experience.

The incumbent is required to have a valid Class 5 driver's license and must be prepared to occasionally travel by vehicle or by air to other communities outside Yellowknife during all seasons.

The ability to speak an aboriginal language of the region would be an asset.

**WORKING CONDITIONS**

*(Working Conditions identify the **unusual and unavoidable**, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)*

**Physical Demands**

No unusual demands

**Environmental Conditions**

No unusual demands

**Sensory Demands**

No unusual demands

**Mental Demands**

Incumbent must travel occasionally throughout the communities. Incumbent must occasionally deal with clients of the Legal Aid Commission who struggle with addiction or mental illness.

## **ADDITIONAL REQUIREMENTS**

### **Position Security (check one)**

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check