



Don Valley Community Legal Services

CLIENT SERVICES COORDINATOR **Permanent position**

Don Valley Community Legal Services (DVCLS) is a general services community legal clinic funded by Legal Aid Ontario, with its main office located in the Thorncliffe Park Community HUB. DVCLS staff provide legal advice and referrals, legal representation, public legal education work, community development and legal advocacy work in the areas of housing, income maintenance, immigration and employment law. The staff of DVCLS consists of lawyers, licensed paralegals, intake workers and a dedicated community development worker. This is a unionized position and is an in-person position requiring a daily presence in our offices.

This position is responsible for assisting the Intake Team and the substantive law Teams with their client services responsibilities. These responsibilities include case worker administration tasks undertaken by a Law Clerk, such as collecting and scanning documents, filling out forms, organizing files, preparing closed files for digitalization, and similar tasks. As well the incumbent will assist with litigation support including the preparation of pdf packages and providing digital hearing support. When necessary the incumbent will assist with the intake triage process and provide backup admin assistance to the receptionist.

Core responsibilities include:

- Client services tasks such as helping with initial intakes and conflict check and client referrals
- Assisting with general reception duties for the HUB location
- Assisting with casework responsibilities including electronic file management, e-filing and document uploading and helping clients with various application forms [under supervision of LSO licensees]

Requirements include:

- A community college degree/diploma in social services work, law clerk, office administration or similar type fields
- Work well in a team as well as independently
- Excellent oral and written communication skills in the English language [other languages pertinent to serving DVCLS's catchment are an asset]
- Strong interpersonal and customer service skills

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- Proficiency with computer software in particular M365 (Microsoft Office, Teams, One Drive, etc.), Adobe Acrobat Pro, Zoom VoIP Phone Systems, and other e-filing programs

Salary will be in the range of \$54,000 to \$76,000per annum [subject to revision], dependent on experience and skill set. Group benefits package and employer RRSP contributions are provided.

DEADLINE FOR APPLICATIONS: June 12, 2026

ANTICIPATED START DATE: early July 2026

Please email your application [cover letter and resume] to Marjorie Hiley at marjorie.hiley@dvcls.clcj.ca

As an employer, DVCLS is dedicated to building an organization that reflects the diversity of our clients and the communities we serve. This includes diversity in languages spoken, culture, race, sexual orientation and gender identity. We encourage applications from individuals from diverse, marginalized and racialized communities and backgrounds. DVCLS promotes the principles of anti-oppression and adheres to the tenets of Ontario's *Human Rights Code*. Please let us know if you have any accommodation needs regarding the submission of your application.

We thank all applicants but will only contact candidates shortlisted for interviews.