

NOVA SCOTIA LEGAL AID COMMISSION

ADMINISTRATION OFFICE

POSITION DESCRIPTION

SERVICE DELIVERY DIRECTOR

SCOPE

The Service Delivery Director (SDD) demonstrates initiative, innovation and change.

The position reports to the Executive Director (ED).

The SDD ensures that we are providing the right services: responsive service in line with our Mandate, Values and fiscal realities (what services and level at which services are provided). The SDD will work closely with the Internal Operations Director (IOD), Chief Financial Officer (CFO), IT and Managing Lawyers (MLs) to ensure policies, reports and data reflect of how we are doing and will make recommendations.

As a member of the Executive, the SDD takes initiative in planning objectives for the Commission as a whole.

The SDD oversees NSLA programs. Integral to the day-to-day oversight and to ensure future responsiveness, the SDD shall develop quantitative and qualitative reports (hereafter "Q & Q reports") which evaluate and provide recommendations to the ED regarding continuation or innovation and change.

The SDD works proactively with community stakeholders who also impact access to justice (e.g. L'Association des juristes d'expression française de la Nouvelle-Écosse (AJEFNE), Legal Information Society of Nova Scotia (LISNS), Provincial Government Departments and Programs, Public Prosecution Service (PPS), Judiciary).

DIRECT REPORTS

The SDD is responsible for Direct Reports (the Service Delivery Administrative Assistant (SDAA), Aboriginal Social Worker (ASW), Research

Coordinator (RC) and Managing Lawyers to ensure follow through on service delivery.

The SDD allocates responsibility and specific work to Direct Reports and shall ensure appropriate work product and performance.

TYPICAL DUTIES

- Ensures service delivery that is excellent, responsive and accountable; ensures proportional provision of services by understanding the needs of Nova Scotians, our strategic objectives and our fiscal realities. This understanding is gained by proactive coordination with other Executive members, the IT team, the Managing Lawyers, staff, private Bar and community consultation. Provides regular Quantitative and Qualitative (Q&Q) reports on services (develops monthly reports and quarterly for Executive, Managing lawyers and Commission);
- Maintains competency on an ongoing and intentional basis and brings forward job-enrichment opportunities;
- Coordinates with IOD, in particular to ensure policies and best practice protocols that support a continuum of service approach in a consistent and sustainable manner to Nova Scotians. Work Plans will be developed for specific service initiatives which need particular attention or are new and regular Q&Q reports which evaluate and recommend continuation or change will be regularly provided to the ED, Executive, IT team and Managing Lawyers.
- The focus of the above responsibilities includes:
 - Criminal (adult and youth), Family and Social Justice (and other coverage offerings under Policy 8.3) and, in particular:
 - ❖ Telephone duty counsel (Business Hours Telephone Duty Counsel & After Hours Telephone Duty Counsel);
 - ❖ Enhanced Duty Counsel (EDC) and family and social justice advice;
 - ❖ Financial and coverage eligibility in context of advice, limited retainer and full service including contribution agreements;
 - ❖ Development of Public legal information;
 - ❖ State-funded counsel applications;

- ❖ Justice stakeholder committee work on efficient and effective justice systems (currently includes video conferencing and e-disclosure and assisting with self-represented litigants);
- ❖ Disbursement policy development and oversight;
- ❖ *Children and Family Services Act* (CFSA) committee;
- ❖ Appeals and special criminal cases;
- ❖ Big Cases;
- ❖ Therapeutic court approaches, including Domestic Violence Court;
- ❖ Private Bar quality assurance and supports, including mentoring;
- ❖ *Adult Protection Act*;
- ❖ Mental Health Services;
- ❖ French language services;
- ❖ Appeal committee;
- ❖ Outreach initiatives (connecting better with communities “we are here to help”).

OTHER DUTIES

At the request of the Executive Director, take responsibility for special projects and duties.

REQUIRED ABILITIES AND SKILLS

The SDD, a full-time Administration Office position, must meet or exceed the following requirements:

- Bachelor of Law Degree.
- Practicing member of the Nova Scotia Barristers' Society in good standing
- Possess management experience.
- Strong communicator and presenter.
- Ability to represent the legal aid program positively to other components of the justice system and public service.
- Broad understanding of the Province's justice and legal services systems and current issues.
- Exceptional planning, organization, analytical and administrative skills
- Ability to foster strong, collaborative working relationships with colleagues and external contacts.
- Ability to speak both English and French will be an asset.

SALARY LEVEL

MCL 32-127