



Calgary Legal Guidance Full-Time Legal Services Specialist

COMPANY OVERVIEW

Over fifty years ago, a group of law students wanted to change access to legal services for the many people experiencing poverty and/or homelessness in Calgary. These students saw a growing need for legal support and wanted to help people experiencing the most significant barriers and vulnerable circumstances. Pre-dating Legal Aid Alberta, Calgary Legal Guidance was created through their vision in 1972. Calgary Legal Guidance is known as the first pro bono legal clinic in Alberta. Calgary Legal Guidance (CLG) plays an important role in Alberta's justice sector and increases access to justice through free legal programs and services to thousands of people every year. All programs and services are designed to support Calgarians who face financial and other barriers to accessing legal services. As a non-profit organization, CLG offers a wide range of legal support including legal information, advice, and assistance in areas not provided by Legal Aid Alberta.

THE ROLE

Reporting to Managing Counsel, the Legal Services Specialist is a skilled justice navigator and plays a key role in ensuring individuals seeking legal help receive the appropriate level of service, support, or referral. Legal Services Specialists are part of the CLG clinic team, responsible for the delivery of CLG's flagship service – the Volunteer Lawyer Clinic (VLC). CLG Legal Services Specialists assess the legal needs of diverse Albertans and connect them with volunteer lawyers of appropriate expertise. The VLC is Alberta's first pro bono legal service and has provided generations of Albertans with knowledge and support to defend their rights. The legal service specialist team responds to a high volume of virtual and in-person requests with compassion and skill, assessing each person's legal issues and goals with available resources, and determining next steps — including accessing legal advice, connecting to specialized legal programs, or referring to trusted community partners.

This is a regular position working 35 hours per week with 3 other legal services specialists and other multi-disciplinary colleagues as part of an integrated legal service team. CLG's legal services specialists are skilled in triage, client assessment, system navigation, and can handle sensitive topics with professionalism, compassion, and cultural awareness.

PRIMARY FUNCTIONS AND ACCOUNTABILITIES

Work with Volunteer Lawyer Clinic team members to deliver trauma-informed, holistic legal services and support to diverse individuals. Legal Services Specialist responsibilities include but are not limited to:

- Respond to a high volume of virtual & in-person requests for legal assistance and assess using CLG financial and substantive eligibility criteria
- Identify client legal and non-legal issues, and provide appropriate referrals to other services where needed, and facilitate access to CLG volunteer and staff services
- Assist clients in understanding how to collaborate with lawyers at virtual or in-person consultation and schedule eligible clients with Volunteer Lawyers of appropriate expertise
- Prepare clear, comprehensive notes for Volunteer Lawyers of client facts, legal issues, and goals to facilitate lawyers providing practical advice
- Collaborate with all Volunteer Lawyer Clinic team members on shared work and contribute to a respectful, team-oriented, and client-centered environment
- Follow established procedures, workflows, and confidentiality & privacy policies
- Accurately utilize CLG platforms, assist with statistical reports, and contribute to outcome analysis
- Work closely with CLG volunteers and staff to provide coordinated, culturally responsive service
- Demonstrate a commitment to Truth and Reconciliation and ability to collaborate with Indigenous program staff to support the unique needs of Indigenous clients

THE CANDIDATE

The preferred candidate possesses the following skills, experience and qualifications:

- Post- secondary Degree or Diploma in Human Services, Social Work, Justice or a related discipline
- 3+ years' related work experience working with diverse populations and/or individuals experiencing trauma, mental health, and/or vulnerable circumstances
- Excellent communication and interpersonal skills including the ability to engage with clients who have complex needs and may present in times of crisis
- Familiarity with legal systems, terminology, and/or processes
- Strong organizational skills, proficiency with technology, and attention to detail. Previous assessment and intake experience is an asset
- Demonstrated dedication to access to justice and strong working knowledge of legal and community resources.
- Knowledge of trauma-informed care practices and de-escalation. Fluency in an additional language is an asset
- Ability to manage competing priorities and work independently and with team members

WHAT WE OFFER

Salary range is \$53,000 - \$63,000 per annum and will be commensurate with experience. A comprehensive benefits package is also provided. Calgary Legal Guidance (CLG) is proud of our fun, diverse, professional, and energetic workplace culture. We offer a healthy and positive career-

life balance that values the contribution of all staff. We invite all qualified candidates to apply, Please note a Police Information Check dated within the past six (6) months will be required at the start of employment. Hybrid work arrangements are available after successful completion of probationary period and according to CLG policies and procedures.

Please forward your resume and cover letter as a [single PDF document](#) to the attention of the Hiring Team via email at careers@clg.ab.ca no later than April 10, 2026.

We thank all applicants for their interest, however, only those being considered for an interview will be contacted. No phone calls please.