



Legal Services Coordinator

Casual – Hourly Position

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

The Legal Services Coordinator is the first point of contact for people looking for support with their legal, and often non-legal issues. This successful candidate will offer a welcoming face for people coming into the CLG office, direct and refer people to the appropriate internal and external programs, and act as an administrative backbone, supporting CLG Clinic Team with a variety of administrative tasks.

PRIMARY FUNCTIONS AND RESPONSIBILITIES

- Reception coverage between 9am – 4pm, greeting community members and responding to inquiries.
- Triage and respond to inquiries across CLG's main email and telephone accounts.
- Connecting walk-in and in-person clients with appropriate internal team members.
- Maintain an accurate and accessible collection of resources for referring people across a range of legal and non-legal needs.
- Organize and maintain a tidy and welcoming lobby environment, including plant care.
- Support volunteers during evening clinic activities, including orientation, training, and technical support.
- Support and guide Administrative Volunteers to provide referrals and attend to administrative projects and duties.
- Follow safety protocol and policy to ensure a safe, supportive, and trauma-informed environment for staff, volunteers, clients, and guests.
- Support the rescheduling of clients and volunteers when necessary.
- Receive, sort, and distribute mail and deliveries.

- Monitor and maintain office equipment and supplies.
- Data tracking and entry for evaluation and reporting purposes.
- Other general administrative and clerical support as required.

This role involves some evening work to support in-person legal advice clinics and organizational events.

THE CANDIDATE

This role is well suited to someone with an interest in the legal field who enjoys working with people and strives to identify intentional referrals and connections between clients and the legal and community resources available to them. In this role, you will have the opportunity to interact with lawyers from a wide range of practice areas, while developing an understanding of Calgary's legal landscape and Alberta and Canada's legal systems.

Our ideal candidate is empathetic, adaptable, organized, and responsive to the diverse and often complex needs of individuals seeking legal guidance. We are looking for a team member who enjoys helping others, thrives in a collaborative environment, can maintain appropriate professional boundaries, and practices self-care. If you meet most of the qualifications listed below, we encourage you to apply.

- Currently pursuing or completed post-secondary education (certificate, diploma, or degree) in administration, human services (e.g., justice studies, legal assistant, community support worker, social work), or another related field.
- 1+ year experience in the social services, legal sector, or in an administrative role working with diverse or vulnerable populations.
- 1+ year experience in a customer service setting.
- Able to balance and manage multiple incoming demands, such as walk-in clients, phone calls, and administrative tasks.
- An understanding of trauma informed principles and practices.
- Strong interpersonal skills. Able to meet community members through a compassionate and strengths-based lens when helping them navigate Alberta's legal sector.
- Understanding of and compassion for issues affecting lower-income and marginalized people and groups.
- Proficient in windows-based software, Microsoft office, and other standard office technology.
- Strong written and verbal communication skills.
- An understanding of and experience with different legal services and processes in Alberta is preferred.
- A second language is a definite asset.

Hours & Schedule

This is an hourly, in-person/office position offering up to 35 hours per week.

WHAT WE OFFER

The hourly wage for this role is \$26.50 per hour and includes statutory benefits only. 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.

To Apply

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 11:59pm on August 26, 2026.

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