



Program Assistant: Law & Advocacy (Korean-speaking Client Services)

Job Description

About the Organization:

Founded in 1978 as the Calgary Chinese Community Service Association (CCCSA) and rebranded in 2021 as Diversecities, we are a community-based organization dedicated to fostering an inclusive and supportive society. Our mission is to ensure that all individuals, regardless of cultural or ethnic background, have equitable access to all aspects of Canadian society. We work towards making Calgary and surrounding areas a welcoming home for immigrants, providing meaningful opportunities for engagement and integration.

Diversecities supports Calgarians in four key areas of life:

- 1) Economic Integration
- 2) Social Connection
- 3) Well-being
- 4) Learning

These key areas are addressed through programs and services within our main pillars: **Law & Advocacy**, **Community Bridge**, **Child & Youth**, and **Mental Well-Being**.

About the Program:

Diversecities' **Law & Advocacy Program** serves as a bridge connecting underrepresented communities—particularly Chinese-speaking Calgarians—with the mainstream legal system. The program helps individuals navigate legal issues and access necessary resources while enhancing community capacity through legal literacy education.

The program's objectives are to:

- a) Provide legal information and guidance through group or individual support and client-based advocacy.
- b) Increase access to legal education and resources.
- c) Enhance legal and advocacy skills among community workers and volunteers.
- d) Utilize social media to connect with the community and promote program initiatives.

Diversecities is now expanding these services to the Korean-speaking community using the same program model, ensuring they receive culturally and linguistically appropriate legal support.



About the Role:

The Law & Advocacy Program Assistant is mainly responsible for providing support to the Program Coordinator for developing, delivering, reporting on, and evaluating all program activities and volunteers.

This role reports directly to the Law & Advocacy Program Coordinator, and assists in supervising volunteers, summer and practicum students.

This role is part-time (16 hours per week) with an annual salary compensation of \$19,136, two (2) weeks paid vacation in the first year, and three (3) weeks in the second year, a monthly wellness day and professional development opportunities.

This position requires work in the office and occasionally off-site. The regular operational hours for this role are Monday through Friday from 9 a.m. to 5 p.m. However, depending on the program's activities, some evenings and weekends might be required.

Start date is April 1st, 2025.

Role Description & Responsibilities:

Community Legal Helpline, Legal Health Check-ups & Community Legal DIY Helpdesk

- Receive and answer general clients' inquiries on accessing and navigating available legal resources for family, civil, wills and estates, and immigration law via phone calls, emails, walk-ins, inquiries made during legal health check-ups and community events.
- Provide or coordinate interpreter support for clients while (a) accessing referrals, (b) self-represented clients to complete court forms, (c) to clients completing parenting after separation course, (d) for clients accessing general information and template forms provided for common family law applications including divorce
- Proactively reach out to target key demographics to conduct legal health check-up events and guide clients through a legal health checklist to review their affairs and identify any issues or risks arising issues so they can start addressing them.
- Coordinate with the Program Coordinator to support clients with complex legal needs

Legal Referrals

- Support the Program Coordinator in connecting clients who come through the program with suitable community partners such as legal aid, summary legal advice clinics, other community legal education or legal support programs or self-represented litigants' support services available at the Calgary courthouse.



Legal Community Events

- Support the Program Coordinator on the participation of the Diversecities Law & Advocacy Program in major annual community events such as the Calgary Chinatown Street Festival, Calgary Dragon Boat Festival, and Lunar New Year events, to offer legal information to the community through fun and engaging activities. Examples: legal knowledge quizzes, pop quizzes, legal check-ups, and legal knowledge booths.

Program Development:

- Provide support to the Program Coordinator to engage and collaborate with communities and stakeholders on activities and initiatives that contribute to the mission and vision of Diversecities.
- Provide support in creating marketing and advertising material for the program services and activities.
- Support the Program Coordinator in recruiting, training, mentoring and supervising suitable volunteers for the program's activities.

Administrative & Office Duties

- Maintain program documentation updates by practicing best data entry and confidentiality practices.
- Support preparing monthly and annual statistical and narrative reports on program activities.
- Attend and participate in all required staff meetings and training
- Represent Diversecities by attending relevant external meetings when requested.
- Support the Program Coordinator in preparing regular updates of the program's activities for the Communications Coordinator to be used on the organization's social media channels and annual report.
- Identify any improvement opportunity within the program and communicate it to the Program Coordinator.
- General office duties as needed



Qualifications & Skills:

This position will appeal to an energetic, highly organized, patient, and open-minded professional who thrives in small teams and fast-paced environments and loves opportunities to apply and develop their skills through various tasks.

Education, training and experience:

- Undergraduate degree or diploma, and/or a minimum of 1 year of experience related to social services, law, legal assistance, access to justice or relevant areas
- Basic understanding of legal terminology, the Canadian and Alberta legal system, awareness and knowledge of legal and community resources (Mandatory)
- Awareness and understanding of pertinent challenges and social issues for immigrants or members of multi-ethnic family backgrounds.

- Experience working with clients in culturally and linguistically diverse environments and providing services to clients with limited or non-English skills.
- Attention to detail and proficiency in data entry skills
- Ability to manage multiple projects and activities simultaneously
- Experience managing Microsoft Office, SharePoint and CRM database systems

Personal skills:

- Excellent English (written and verbal) and presentation skills
- Fluent in written and verbal communication in **Korean (Mandatory)**
- A self-starter who can work independently and collaboratively with others.
- Detail-oriented and adaptable to changes.
- Must have a client-centered approach to program delivery.
- An ability to incorporate equity, diversity, and inclusion is critical to success in this role.
- Experience developing and delivering programming and reports.
- Ability to work on deadlines and maintain accountability with others in collaborative projects, and work well under minimal supervision.

Mandatory Requirement:

The successful candidate must complete satisfactory police background check, including vulnerable sector check.



How to Apply:

We invited interested candidates who meet the above requirements to apply by sending a cover letter and a 2-page (max) résumé in a single PDF document to HR@diversecities.org, addressed to:

Cindy Au
Chief Executive Officer
Diversecities Community Service Association

Applications that do not follow the instructions to apply will not be considered

At Diversecities, we value all candidates as unique individuals and welcome the variety of experiences they bring to the organization. Diversecities has a strict non-discrimination policy. We believe everyone should be treated equally regardless of race, sex, gender identification, sexual orientation, national origin, native language, religion, age, disability, marital status, citizenship, genetic information, pregnancy, or any other characteristic protected by law.

This competition will remain open until a suitable candidate is found.