HRLSC | Human Rights Legal Support Centre
CAJDP | Centre d'assistance juridique en matière de droits de la personne

180 Dundas St W
8th Floor
Toronto, Ontario
M7A 0A1

Telephone
1-866-625-5179
(416) 597-4900

Fax
1-866-625-5180
(416) 597-4901

TTY
1-866-612-8627
(416) 597-4903

www.hrlsc.on.ca

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MANAGER, LEGAL SERVICES

The **Human Rights Legal Support Centre (HRLSC)** provides a broad range of free legal assistance to individuals throughout Ontario who have experienced discrimination contrary to Ontario's *Human Rights Code*. The HRLSC is seeking applications for a **Manager, Legal Services** to direct and manage the work of a Legal Services Team of legal counsel. In addition, this position will provide supervision of a Legal Case Coordinator.

Major duties include providing active people management and operational leadership for the Legal Services Team, including regular performance planning and reviews, timely attention to workplace and employee-relations matters, compliance with HR and administrative requirements, including mentoring of any student placements; monitoring, analysing and reporting on legal work volumes and service performance; ensuring all team members receive appropriate orientation, ongoing training , feedback and coaching, managing and responding to client complaints related to the provision of the Legal Services Team's legal support services; and providing in-depth legal interviews and representation at mediations and hearings as operational priorities permit. The Manager also leads assigned Strategic Plan initiatives and organizational projects, developing work plans, coordinating contributors, tracking milestones and reporting on implementation and results.

Qualifications include a minimum of seven years of progressively responsible legal practice, including significant experience in human rights, administrative law or related litigation, and a minimum of four years of demonstrated direct people management experience, including staff supervision, performance management, coaching, employee relations and accountability for team performance and results. Experience supervising legal professionals and managing in a unionized environment would be considered strong assets. Candidates should have experience in the development and/or implementation of policies, practices, and protocols related to the delivery of front-line legal services, case management processes, legal work volumes and statistical compilation and analysis. Deep understanding of Ontario Human Rights Code-related rights and obligations, and the human rights system in Ontario is required. Excellent verbal and written communication and presentation skills are required. Ability to communicate in both English and French is an asset. Demonstrated ability to manage projects and advance strategic priorities, including cross-functional coordination, milestone tracking, and delivery of agreed outcomes. Demonstrated ability to foster creativity and innovation, encourage new ideas and approaches, and engage staff in leading positive organizational change and continuous improvement in workplace practices and service delivery is also required. Membership in good standing with the Law Society of Ontario is required.

This is a full-time contract opportunity until March 31, 2028, with the possibility of extension subject to continued funding and organizational needs. This position currently offers a hybrid work schedule, requiring a combination of in-person work from the HRLSC's Toronto head office and remote work from home, each week. This arrangement may be subject to change. The HRLSC provides a competitive total compensation and benefits package. Salary for this position is **$125,000+**. The usual hours of work are 9:00 a.m. – 5:00 p.m., Monday through Friday.

Full Job Description

How to apply Applications must:

1. Be submitted as one attachment
2. Include a resume and a covering letter, addressed to the attention of Human Resources
3. Be submitted by e-mail to: careers@hrlsc.on.ca
4. Have the subject line: **Manager, Legal Services – 20261120**

The Human Rights Legal Support Centre is committed to equity and diversity and encourages applications from people who are reflective of Indigenous and diverse communities. Accommodation will be provided in accordance with Ontario's *Human Rights Code*. Accessible formats of this posting are available upon request.

Application Deadline: Friday, December 11, 2026 @ 5:00 p.m.

We thank you for your interest in this opportunity.
Only those applicants selected for an interview will be contacted