



## **Position Description**

<b>Position title:</b>	<b>Senior Counsel</b>
<b>Primary Service:</b>	<b>Legal</b>
<b>Reports to:</b>	<b>General Counsel</b>
<b>Direct Reports:</b>	<b>Articling Students</b>
<b>Affiliation:</b>	<b>Excluded</b>

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### **A. Position Summary**

The Ombudsman is an independent Officer of the Provincial Legislature who is charged with overseeing over 1,000 provincial government organizations. The Office of the Ombudsman reviews complaints about provincial government ministries, corporations, agencies, boards and commissions and overseeing municipalities, school boards and universities, attempts resolutions and conducts individual and systemic investigations, resulting in findings and recommendations aimed at improving government administration and public policy. The Office handles in excess of 20,000 complaints per year.

The legal services team provides critical support to the Ombudsman and his operations and assists in maintaining credibility with the public and ultimately a high degree of effectiveness in responding to individual and systemic complaints about provincial government services and municipal closed meetings.

Senior Counsel is responsible for implementing the strategic direction of the legal team through mentoring and leadership, including responsibility for the legal student program. In this focused and high performance team, the Senior Counsel also handles a case load of escalated and challenging files.

## B. Responsibilities

Key areas of responsibility include but are not limited to the following:

- A. **Leadership Responsibility:** Short-term planning and monitoring of day-to-day operations of the legal services team. Assisting with policy development, corporate contracting, and other duties as assigned.
- B. **Service Management:** Provide legal services in an equitable, efficient, effective, and economical manner; manages direct reports seeking advice from General Counsel and Human Resources as required.
- C. **Day-to-Day Management:** Assigns cases and work projects, reviews and approves direct report work products, and conducts regular reviews of counsel files. Supervises team effectiveness.
- D. **Operations Support:** Supports case management of the operations teams, conducting internal education and training of staff as necessary, negotiates with public sector officials towards complaint resolution.
- E. **Legal Student Program:** Acts as principal for articling program and administers and supervises summer student program
- F. **Case Management:** Carries complex cases as necessary.

## C. Position Qualifications:

### Education:

Law Degree and licensed to practice as a lawyer by the Law Society of Upper Canada.

## **Experience:**

Minimum of 8-12 years' experience in administrative or public law or other relevant area of practice (municipal, education, etc) with a minimum of 5 years leading and mentoring Counsel

## **Language:**

Proficiency in English both in oral and written communications is required.

Proficiency in French both in oral and written communications is preferred.

## **Knowledge, Skills and Abilities:**

Experience conducting administrative investigations in an oversight environment

Leadership experience advising and supporting a team, guiding and developing skills.

Superior personal and professional integrity

Strong analytical skills to assess the applicability of legal principles and relevance of evidence and the exercise sound judgment.

Strong interpersonal skills.

Excellent organizational, administrative and time management skills.

Demonstrated ability to work independently and in a team environment.

Excellent oral communication skills including ability to represent the office in outreach activities.

Excellent written communication skills including the ability to prepare a variety of materials including, memos of law and high quality detailed investigative reports.

Demonstrated ability to successfully work on multiple projects and priorities within established time lines.

Superior research skills including ability to perform research.

Knowledge of the parliamentary and legislative process in Ontario and the role of the Ombudsman.

Knowledge of Ontario government programs and services will be considered an asset.

Proficient in use of internet, word processing and email applications.