



Position Description

Position Title:	Articling Student
Team:	Legal Services
Reports To:	Senior Counsel (Articling Principal)
Classification:	Excluded

A. Position Summary:

The Ombudsman is an independent, impartial office of the Legislature that resolves and investigates complaints about Ontario government organizations, broader public sector bodies, including municipalities, universities and school boards, child protection services, and compliance with the *French Language Services Act*. The Ombudsman recommends solutions to individual and systemic administrative problems, and promotes fairness, accountability and transparency in the public sector as well as respect for French language service rights and the rights of children and youth.

Under the direction of Senior Counsel, the Articling Student will provide legal support across the office and manage a caseload of files involving legal issues. During your employment at our office, you will be involved in all facets of our work and will provide a range of legal services, including legal advice and research, supporting the investigation of complaints, legal representation, policy development, and outreach under the supervision of the Articling Principal.

B. Responsibilities:

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

- **Legal Advice and Research** – Conducts extensive legal research and provides legal advice and analysis on a variety of matters with the primary focus being, public and administrative law, municipal open meetings law, French language rights and investigative procedure. Reviews relevant developments in the law, including legislative and regulatory amendments.
- **Complaints** – Assists in the review, resolution and investigation of complaints including reviewing and analyzing documentation, identifying issues, conducting legal research, preparing investigation plans, interviewing



witnesses, analyzing evidence and preparing draft reports and recommendations.

- **Policy Development** – Assists in the review and development of organizational policies including providing advice on any relevant legal obligations.

C. Position Qualifications

Education:

Law degree at the start of the articling period or have received a certificate of qualification from the National Committee on Accreditation. In all cases, candidates must be registered with the Law Society's Licensing Process in order to be eligible to receive credit.

Experience:

Recent and relevant experience in public and administrative law, administrative investigations and the public sector will be considered an asset.

Personal Suitability:

The Articling Student position requires a candidate with excellent communication skills and a high degree of professionalism.

The Articling Student must be able to demonstrate good judgment, discretion and initiative.

Language Competency:

English: superior ability to communicate in writing and orally is required.

French: ability to communicate in writing and orally at the advanced level or higher is a significant asset as incumbents may assist with French language services rights files.

Knowledge, Skills and Abilities:

- Strong analytical skills to assess the applicability of legal principles and relevance of evidence.



- Strong interpersonal skills.
- Excellent organizational, administrative and time management skills.
- Demonstrated ability to work independently and in a team environment.
- Excellent written communication skills including the ability to prepare a variety of materials including, letters and memos of law.
- Strong research skills.
- 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 the use of internet, word processing and email applications.

D. Work Environment

The Office of the Ombudsman offers a highly charged, demanding, energetic and challenging work place with opportunities to work on interesting cases directly affecting the citizens of Ontario. We emphasize a hard-working productive environment that encourages professional development and teamwork.

Physical Environment: The Articling Student works in an open-concept workspace, which is designed to facilitate teamwork and frequent consultation and professional communication among colleagues.

Hours of Work and Travel: The Articling Student may be required to work evenings and weekends as required with occasional travel for outreach and investigations.

Time Pressure: The Articling Student may have to deal with regular multi-tasking and the ability to deal professionally and competently with competing demands and priorities.

Effect of Errors: The Articling Student is expected to act with a high degree of integrity and professionalism at all times. Failure to present a professional, courteous and competent image or to provide accurate and timely information or advice or results has the potential to have adverse impacts for individuals,



government officials, and on the office, its credibility, reputation and ultimately its operations.

Freedom to Make Decisions: The Articling Student will work under the direction of the Articling Principal who will provide advice, guidance and support to the Student.

Interpersonal Communications and Contacts: The Articling Student is accountable for the quality of information and advice provided. All communications must be handled with a high level of professionalism, courtesy and respect.