IMMIGRATION & REFUGEE
LEGAL CLINIC

Position: Intake Specialist - Immigration and Refugee Legal Clinic

Full-time (35 hours per week)

Starting date: As soon as possible

The Immigration and Refugee Legal Clinic ("IRLC") operated by the Community Legal Clinic Operating Society of BC ("CLCOSBC") is seeking an intake specialist. IRLC provides free legal services to individuals navigating Canada's immigration and refugee systems, with a focus on supporting people who face barriers to accessing legal assistance. Our work is grounded in respect, compassion and a commitment to access to justice. We value collaboration, mutual support and a welcoming environment for both clients and staff.

We are seeking an Intake Specialist who shares these values and is committed to providing thoughtful, respectful, trauma informed care and client-centred service.

About the Position

Reporting to the Clinic Director, the Intake Specialist plays an important role in helping individuals access immigration and refugee legal services.

The successful candidate will conduct secondary intake assessments for clients with complex immigration matters, identify legal issues and assess whether clients may be eligible for the Clinic's summary advice or full representation services.

The Intake Specialist will also provide administrative and legal support to the Clinic's lawyers and other team members, ensuring that clients receive timely, respectful and accessible services.

Responsibilities:

- Conduct client intake interviews and secondary screening assessments, including identifying immigration and refugee legal issues and potential eligibility for services.
- Assist clients in navigating the intake process and connecting with appropriate legal services or community resources.
- Communicate with clients, service providers and community organizations.

- Gather, organize and maintain client information, documents and correspondence.
- Assist with preparing, drafting, proofreading and organizing legal and administrative documents.
- Conduct conflict checks, schedule appointments and coordinate interpreters.
- Provide administrative support to lawyers, including file management, document preparation and litigation support as required.
- Respond to telephone and email inquiries, greet visitors and direct clients to appropriate staff or external organizations.
- Maintain accurate client records, databases and program reporting information.
- Provide technical and administrative assistance to support client meetings and appointments.
- Perform other related duties as required to support the effective operation of the Clinic.
- Performing other related duties as assigned by the Clinic Director or Executive Director.

Qualifications:

Required:

- Experience working in immigration and refugee law, including knowledge of Canada's immigration and refugee systems.
- Completion of a legal assistant, paralegal or equivalent program, or a combination of relevant education and experience. Candidates with significant experience in migrant justice will also be considered.
- Strong organizational skills, attention to detail and the ability to manage competing priorities.
- Excellent written and verbal communication skills.
- Ability to work independently and collaboratively in a team environment.
- Strong computer skills, including proficiency with Microsoft Office and the ability to learn legal practice management software such as Clio.
- Demonstrated commitment to confidentiality, professionalism, equity and inclusion.

Assets:

- Experience in a community legal clinic, non-profit organization or similar client-facing role.
- Experience supporting individuals who have experienced violence, trauma or systemic barriers.
- Ability to communicate in a language other than English.
- Experience with legal file management and litigation support.

Working Conditions

- Full-time position, 35 hours per week, primarily Monday to Friday, with occasional evening or extended hours for meetings, events, or urgent operational needs.

Compensation: $60,000 - $70,000 per annum (benefits and pension included)

To Apply

Please submit a cover letter outlining your interest in the position, your relevant experience, your specific experience in an immigration law office, and how your skills align with the work of the Immigration and Refugee Legal Clinic, as well as a current resume.

IRLC does not use AI in any part of our recruitment process.

We recognize that applicants may use AI tools to help prepare their materials, but strong applications should accurately reflect the candidate's own experience, judgment, writing, and interest in the position. We value applications that help us understand how you think about the work, what motivates your interest, and what you would contribute to the clinic.

Because IRLC's work is fundamentally client- and people-centred, this role requires thoughtful communication, sound judgment, adaptability, and deep appreciation of diverse knowledges, skills and abilities. Application materials should show a genuine understanding of the role, and the strengths the candidate would bring to supporting the clinic's work.

We will only follow up with shortlisted candidates. As a small team, we cannot respond to follow up requests or calls from candidates who are not shortlisted.

If you require accommodations at any point in this process, you can confidentially reach out to Jinhee@bclegalclinic.com to request accommodations.

Applications should be submitted to the Management Team at management@irlc.ca. Only applications submitted via email will be considered.

Interviews will begin starting October 30, 2026 and on a rolling basis thereafter until a suitable candidate is found.

The position will remain at irlc.ca/work-with-us until the position is filled.