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**POSITION: Deputy Director
National Committee on Accreditation (NCA)**

The Deputy Director plays a key role in the National Committee on Accreditation (the “NCA”), the regulators’ foreign credential recognition program. Main duties include assessing the academic and professional credentials of applicants, acting as program manager for the NCA Assessment Modernization initiative, and performing other activities as directed by the Executive Director, NCA and Law School Programs. This position reports to the Executive Director, NCA and Law School Programs.

DUTIES AND RESPONSIBILITIES

- 1) Credentialling
 - Examine and assess the academic and professional credentials of lawyers and law graduates from outside of Canada and from Canadian civil law programs.
 - Ensure authenticity of documents submitted for assessment.
 - Prepare NCA Assessment Reports.
 - Collect and analyze information on legal education, registration and licensing practices and standards in other countries.
 - In collaboration with the Executive Director, enhance and maintain internal guidelines for credentialing.
 - Advise NCA staff on responses to applicant queries.
 - Audit applicant files to ensure consistency of assessments.
 - In consultation with the Executive Director and other NCA staff members, develop and maintain the NCA Operations Manual.
- 2) Project Management
 - In consultation with the Executive Director, coordinate internal and external projects related to the NCA Assessment Modernization initiative.
 - Track the implementation of the NCA Program Review recommendations by developing detailed project plans.
 - Liaise with consultants to ensure they meet their timelines and project goals.
 - Measure project performance using appropriate systems, tools and techniques, reporting any issues to the Executive Director as needed.
 - Create and maintain comprehensive project documentation
- 3) Other duties as assigned by the Executive Director.

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Internal: Regular contact with Federation staff and law societies staff to exchange information and solicit opinion on areas of delegated responsibility.

External: Frequent contact with NCA clients, and their delegates, to provide confirmation and/or seek more information on assessments, to counsel applicants on the program and the practise of law in Canada, and to gather/exchange information.

Occasional contact with staff at other credentialing agencies to consult on issues related to credential recognition.

Frequent contact with NCA Assessment Modernization consultants and contractors.

Supervisory Responsibilities:

- Direct: None
- Indirect: Various contractors and consultants

CONSEQUENCE OF ERRORS

Errors in NCA assessments, either in accuracy or timeliness, could cause delays for applicants impacting their ability to obtain meet law society deadlines and get employment, and negatively affecting the Federation's reputation. Errors in project management could result in budget or timeline overruns.

WORKING CONDITIONS

Work is routinely carried out in an office environment. Requirement to regularly meet tight deadlines. Regular daily use of a personal computer and other office equipment is required. Attention to detail is critical to ensure accuracy of assessments and documents. Extended periods of concentration required. Interruptions throughout the workday are common.

QUALIFICATIONS

- A law degree is required. Licensure, preferably as a lawyer, is an asset. Consideration will be given to applicants with other qualifications who have strong relevant training and/or experience.
- Knowledge of legal education and of the practice of law, in Canada or abroad.
- Demonstrated experience in research and the preparation of detailed reports and various types of correspondence.
- Demonstrated training and/or experience managing diverse projects.
- Demonstrated ability to communicate effectively (oral and written) in English. Proficiency in French, particularly orally and in reading comprehension, is an asset. Skills in other languages would be an asset.
- Previous experience working in an association or regulatory environment is considered an asset.

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KNOWLEDGE, ABILITIES AND PERSONAL SUITABILITY

Excellent organizational, time management and multi-tasking skills are required to ensure that the performance goals for the assessments, correspondence and project management are met and to balance the assessment workload with other duties.

Demonstrated ability to work effectively with a wide variety of individuals, and cooperatively and professionally as part of a team. Cultural awareness and sensitivity is essential. Ability to deal with clients who may be frustrated, disappointed or angry.

Demonstrated commitment to providing a high level of customer service. Superior interpersonal skills and ability to interact very well with members of the public in person, in writing and over the telephone.

Ability to grasp new concepts quickly and retain large quantities of information related to legal education and licensure in other countries. Ability to conduct independent research on legal education and licensure systems in other countries.

Must have a strong ability to focus on details.

Excellent computer skills and knowledge of various applications within the MS office environment (word processing, spreadsheets, presentation software, e-mail and calendaring, internet applications, database applications).

Ability to exercise independent judgment when interpreting instructions and work with minimum supervision. Good judgment is required to verify authenticity of documents, research foreign institutions, and make decisions within established parameters on assessments and re-assessments.

Demonstrated sound professional judgment and discretion in dealing with confidential and/or sensitive issues and information.

OTHER REQUIREMENTS

The incumbent must be available to work outside regular office hours (including weekends), as required.