



**CLEO**

Community Legal Education Ontario  
Éducation juridique communautaire Ontario

<b>Organization:</b>	<a href="http://www.cleo.on.ca">CLEO (Community Legal Education Ontario)</a>
<b>Job type:</b>	Bilingual (French and English) Education and Outreach Coordinator
<b>Location:</b>	Toronto, Ontario

CLEO (Community Legal Education Ontario/Éducation juridique communautaire Ontario) ([www.cleo.on.ca](http://www.cleo.on.ca)) is seeking a Bilingual (French and English) Education and Outreach Coordinator to produce and promote CLEO's French public legal education and information (PLEI) to Francophone communities across the province. This is a bargaining unit position and includes health & dental benefits. CLEO staff are also eligible to participate in the OPTrust pension plan. This is currently a hybrid position that requires 2 days in the office per week.

The Bilingual Education Outreach Coordinator will report to and support the work of the French Language Services Manager to produce PLEI, as well as outreach and promotion activities across all CLEO projects, including [Steps to Justice/Justice pas-à-pas](#), [Guided Pathways](#), and [CLEO Connect](#).

**Key responsibilities include:**

**Content development**

- Collaborate with the French Language Services Manager to develop and maintain a style guide for CLEO's French legal information, while following the CCA French style guide and best practices in inclusive language in French
- Manage French translations, including outsourcing and/or performing in-house translations
- Review French translations for accuracy, plain language, and linguistic and cultural appropriateness
- Assist with the development of original content in French
- Coordinate uploading and proofreading of content to the websites
- Research legal resources and services available in French
- Keep current with principles of clear language and design in French
- Research, record, and maintain up to date knowledge on issues and trends related to Francophone audience needs

**Outreach**

- Manage French live chat and respond to offline messages in a consistent and timely manner, following templates, while maintaining records and statistics

- Provide back up support for English live chat, and responding to email and phone inquiries in English and French when required
- Participate in outreach planning and implementation for CLEO's French resources and activities, including researching and contacting Francophone organizations
- Participate in planning and delivering sessions about Steps to Justice/Justice pas-à-pas, Guided Pathways, and other public legal information and skills-building webinars, trainings, and courses for community and legal organizations across Ontario, in various formats, including in person and online
- Attend events such as community meetings, fairs, networks and groups to promote CLEO's work
- Provide support to develop and build [Espace Francophone](#) and a Francophone community of practice
- Support the growth of CLEO's Francophone audience and engagement on social media

## **Other**

Other duties may be assigned, including but not limited to:

- Participate in organizational tasks and activities, such as meetings, brainstorming sessions, and user testing
- Provide assistance with the outreach and promotion of English public legal information
- Assist in the development of internal documents and reports, including marketing and information materials
- Assist in the development of external communications, including social media activities, media releases, and newsletters

## **Qualifications, Skills and Knowledge Requirements**

The successful candidate will have:

- University degree or college diploma (or equivalent) in Social Sciences, Legal, Education, Communication, Marketing or other related field or equivalent experience
- Minimum of 2 years' experience in a similar role
- Bilingual, with excellent fluency in oral and written French, and proficiency in English
- An understanding of Ontario's diverse Francophone populations and their needs
- Ability to network and work effectively with diverse groups within the justice system and the community
- Excellent writing, editing, and proofreading skills, with the ability to draft and design clear and compelling communications while working to a style guide
- Strong detailed-oriented skills
- Excellent time management skills and a strong ability to handle multiple priorities
- Experience developing and delivering outreach presentations
- Ability to travel outside the Greater Toronto Area

- Excellent understanding of diversity, inclusion and equity including the ability to identify and address barriers and work effectively with diverse community members and stakeholders
- Experience working in a non-profit environment an asset
- Proficiency with Microsoft Office and database software
- Experience with content management systems, and willingness to adapt to new technologies as required
- Ability to work independently and as part of a team

### **About CLEO**

CLEO is a non-profit organization and specialty legal clinic that provides information and resources for people and communities that face barriers to participating in the justice system (including low income, racial background, literacy, language, culture, disability, and accessibility). For 50 years, CLEO has built a strong reputation for producing and disseminating high quality, effective public legal education and information in digital, print, and other formats.

CLEO is committed to equitable employment and hiring practices. We are dedicated to building an organization that reflects the diversity of the communities we serve, including diversity in race, culture, languages spoken, abilities, sexual orientation and gender identity. We encourage applications from Indigenous Peoples, Black and racialized persons, persons with disabilities, and people of diverse sexual and gender identities. We value applicants who have demonstrated a commitment to equity, diversity and inclusion and recognize that diverse perspectives, experiences, and expertise are essential to strengthening our organization.

**Starting salary range: \$58,000 to \$65,000**, commensurate with experience.

### **To apply**

Please forward the following documents in Word or PDF format:

- your resume with references
- a cover letter

Please include the above documents in an email with “Bilingual Coordinator-Coordonnatrice bilingue” in the subject line by **August 16, 2024** to: [info@cleo.on.ca](mailto:info@cleo.on.ca)

We will provide accommodation during the hiring process upon request and all information is treated confidentially. Thank you to all applicants for their interest in the position. Only candidates selected for an interview will be contacted.