



CLEO

Community Legal Education Ontario
Éducation juridique communautaire Ontario

Organization:	CLEO (Community Legal Education Ontario)
Job type:	Researcher (student)
Location:	Toronto, Ontario

CLEO (Community Legal Education Ontario/Éducation juridique communautaire Ontario) is seeking a Student Researcher (“Researcher”) to support the development and maintenance of its [Guided Pathways](#). Guided Pathways are A2J Guided Interviews that provide public legal information and help people to complete court forms, tribunal applications, and other documents by simplifying complex processes. The Researcher will also support an innovative project to use generative artificial intelligence (AI) in coordination with a new CLEO Guided Pathway.

This is a full-time, hybrid position (in-office 2 days a week and remote 3 days a week). It begins January 1 and ends April 30, with some flexibility. The Researcher will be paid \$24 per hour. No benefits are provided for this position. The Researcher will work closely with a small project team, as well as independently on discrete tasks, reporting to the Director, Guided Pathways. This position is intended for a full-time student who is seeking employment during the 2024 winter/spring semester, returning to class in the fall of 2024.

Key responsibilities include:

- Editing and annotating decision trees that outline the question sequence and logic of CLEO’s Guided Pathways in MS PowerPoint, as instructed.
- Reviewing CLEO’s Guided Pathways to assess usability and conformity with decision tree outlines in MS PowerPoint, identifying problems and variances in written reports.
- Locating information from sources that include CLEO’s [Steps to Justice](#), and government, court, and tribunal websites, as requested.
- Learning basic functionality of A2J Author software to transcribe and format interview text from MS Word, according to approved scripts and style guides.
- Entering lists of assigned program variables into the database system that hosts the Guided Pathways.
- Creating and editing templates, checklists, and other reference documents to support the operation of CLEO’s Guided Pathways through programming for user support, privacy compliance, evaluation, and research.
- Supporting the research and development of a proof-of-concept project using generative AI to help users of a new Guided Pathway draft narrative content for an affidavit.
- Assisting with the preparation of training and promotional materials, for example, creating slide decks for presentations.

The successful candidate will have:

- excellent written and verbal communication skills
- strong reading comprehension ability

- attention to detail
- ability to conduct research, locating information from reputable public and government sources
- ability to edit Microsoft Word and PDF documents

An interest in learning and working with new software is an asset, but no prior experience with A2J Author is required or expected. Preference will be given to candidates with experiences demonstrating patience while doing repetitive tasks, basic technical skills, and the ability to work independently. Writing and research experience, as well as prior work with database applications will also be considered an asset. Some post-secondary education is required for this role. Only current students will be considered for this role.

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 almost 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. We actively encourage applications from people who identify as Indigenous, Black, a person of colour, a person with a disability, or 2SLGBTQIA+. We value applicants who have demonstrated a commitment to equity, diversity, and inclusion, and recognize that diverse perspectives, experiences, and expertise are essential to achieving our mission.

We will provide accommodation during the hiring process upon request and all information is treated confidentially.

To apply:

Please forward the following documents in MS Word or PDF format:

- your resume
- a cover letter, confirming that you have visited the A2J Author website and understand the role and use of the software.

Please include the above documents in an email with “Researcher” in the subject line by December 15, 2023, 5pm, to: guidedpathways@cleo.on.ca

Thank you to all applicants for their interest in the position. We will only contact candidates invited to participate in the following process:

- 60-minute skills test online, simulating the following:
 - Test of short A2J Guided Interview, noting observations in a spreadsheet and email report; and
- 30-minute interview via Zoom.