

Oct 22, 2023

CONFIDENTIAL

Lauren Differ
Justice Programs Coordinator, Thunder Bay
C/o Nishnawbe-Aski Legal Services Corporation
Thunder Bay, ON

RE: Salary Adjustment

Dear Lauren,

An evaluation of your current duties and performance was completed on Oct 20, 2023. As a result, you were recommended for an annual salary increase.

Your current annual salary is \$53,113 in salary band 6, grid position of 0. You will now be moved to salary band 6, grid position 3 with a new annual salary of **\$59,130**. This adjustment will be retroactive back to July 10, 2023, when your duties were increased. You will receive your new annual salary adjustment and retro pay on your next payroll.

Lauren, thank you for all your continued hard work in the Restorative Justice Program. If you have any questions, please contact your HR to discuss.

Sincerely,

Colette Shwetz
HR Manager

Cc: Finance Department

Mailing Address:

101 Syndicate North,
Suite 101
Thunder Bay, ON
P7C 3V4

Tel: (807) 622-1413
Fax: (807) 622-3024

Email: info@nanlegal.on.ca

Website:
[Http://www.nanlegal.on.ca](http://www.nanlegal.on.ca)



Head Office:

1388 Fort William Rd, Fort
William First Nation, ONP7J
1K7



RESTORATIVE JUSTICE ASSISTANT EMPLOYEE PERFORMANCE REVIEW

EMPLOYEE INFORMATION

Name	Lauren Differ	Employee ID	
Job Title	RJ Assistant	Date	October 17, 2023
Department	Justice Department	Manager	Chantelle Johnson
Review Period	2023		

RATINGS

	1 = Poor	2 = Fair	3 = Satisfactory	4 = Good	5 = Excellent
Job Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<i>Comments</i>	Lauren shows great understanding of her position responsibilities and task on a daily basis. Great Knowledge of Court Services & Legal Systems.				
Work Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<i>Comments</i>	Lauren always works hard and uses every tool and skill she has to complete her duties. Great quality of work Takes time to do it right.				
Attendance/Punctuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<i>Comments</i>	Lauren is always on time, strong time management skills.				
Initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<i>Comments</i>	Great initiative and intuition. Great at forecasting and troubleshooting future scenarios				
Communication/Listening Skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>	Listening skills - is intuitive to others peoples communication styles. Knows how to read people and meet them where they are. Very approachable empathetic and understanding. Communication -Take time to step back and assess the situations before reacting. This can elevate situation and may cause other staff to become elevated.				
Dependability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<i>Comments</i>	100/100 dependable				
Overall Rating (average the rating numbers above)	29/30				

EVALUATION


ADDITIONAL COMMENTS I am recommending that Lauren be moved to Justice Programs Department Coordinator . Lauren will need to be moved out of the Pay band 6 Category 1 category and moved Pay band 6 grid position 3. I have attached the Job Description with the updated duties. Effective October 23, 2023

GOALS (as agreed upon by employee and manager) I would like Lauren to take training in the areas of dealing with difficult situations.

Retros Back to July 10, 2023.

VERIFICATION OF REVIEW

By signing this form, you confirm that you have discussed this review in detail with your supervisor. Signing this form does not necessarily indicate that you agree with this evaluation.

Employee Signature 
 Manager Signature 

Date *October 20, 2023*
 Date *Oct 20/2023*



Self-Evaluation Form

Employee Name: Lauren Differ	Job Title: Client Services Coordinator
Date: October 16 th , 2023	

Please complete the following information to help prepare for your performance review. Use the spaces provided to include appropriate comments about your job and your performance.

1. What do you consider to be the top three to five priorities of your job as you understand them?
 - Help ensure timely follow-up and service to restorative justice and justice programs clients (i.e. maintaining an organized online referral system, providing timely responses to referral/court related inquiries)
 - Ensure the administrative side of the referral process is operating efficiently so that justice programs staff can better focus on delivering services and supports to clients (i.e., working with Crown offices to ensure referral packages are complete and accurate,
 - Assist the RJ coordinator and Director of Justice with day-to-day operations of the program and help them ensure future success of the program
 - Seek out ways to better improve our ability to assist clients and identify areas where we are possibly lacking (i.e., improved stat tracking, crown procedures, updating referral forms and processes, liaising with referring agents and other stakeholders)
 -

2. What do you see as your greatest accomplishment or successful efforts since the beginning of your employment with Nishnawbe-Aski Legal Services Corporation?
 - Implementation of the RJ referral inbox to better keep track of program referrals. Previously, referrals were being sent directly to staff which made it near impossible to track referral status or whether a referral had even been received – particularly when staff resigned or were off sick, etc. I believe this process will soon be mirrored in the Talking Together and Victim Witness programs.
 - I am also fortunate to have been able to assist with key events/accomplishments within the RJ program such as: proposal drafting / editing for Public Safety Canada, development of the TBCAO crown protocol, 3 AGMs, a large training workshop in Niagara Falls for all RJ staff in 2022, training the justice committee in Fort Hope FN, and more

3. In what area or areas would you like to gain more experience, training or education?

- I would like to take more training in areas such as management and leadership as I believe it would allow me to better assist the Justice Programs Director and program managers.
- I have always wanted to take a class in mediation / ADR should it ever be offered
- Would like more training on use of programs used for promotional materials (i.e. adobe)
- Non-profit organization specific training (budgeting/leadership)

4. What activities or trainings have you participated in to develop yourself professionally?

- Generally, I am involved in the planning of events and training sessions and have not been able to fully participate when they are held. I do continue to seek guidance from co-workers and supervisors when necessary and look forward to hopefully participating in future training opportunities should they become available.

5. What could you do to perform your job duties and assigned tasks more efficiently?

- Now that the NOM is in effect, I am working to assign certain administrative tasks to the administrative assistant so that I can better focus on the "Client Services" aspect of my position.
- Training in areas such as management/management support/leadership

6. What are your primary *goals and objectives* for your position and program as a *Client Services Coordinator*?

My ultimate goal as the Client Services Coordinator is to provide support to staff and management as they continue to advocate for and assist NAN community members as they navigate the justice system. By ensuring that referral processes and systems are

working efficiently, I hope to build strong working relationships with referring offices so that more referrals are made to our programs and so that our programs can continue to grow.

7. What kinds of professional development activities would you like to do during the coming year?

If possible, I would like to attend training for any of the topics listed in section 3.

8. Other Comments:



Nishnawbe-Aski Legal Services Corporation

CLIENT SERVICES COORDINATOR

Job Description

Title: Client Services Coordinator

Dept.: Restorative Justice

Reports to: Director of Justice Programs

JD #:

Approved:

REVIEWED:

Summary

The Client Services Coordinator will be responsible for coordinating day-to-day operations of departments within the Justice Program umbrella, including the Restorative Justice, Youth Intervention, HUB, Bylaw, Pre-charge, SADV, Guns and Gangs, Victim Witness, and Talking Together. They will be responsible for ensuring all referrals and client service matters are processed efficiently and will provide guidance to staff to ensure clients are receiving timely access to programs and services.

Core Competencies:

- Experience and knowledge of the legal system is an asset
- Experience working with NAN and in First Nation Communities
- Excellent case and file management skills, administrative and coordination skills, stress management and time management skills, ability to meet deadlines
- Excellent communication skills both oral and written
- Proficient working knowledge of MS Office Software, internet, and general office equipment
- Ability to speak Cree, Oji-Cree, Cree or Ojibway an asset

Job Duties

The duties, responsibilities and obligations of the Client Services Coordinator are the following:

- Screen, delegate, and assign all Restorative Justice, Pre-Charge, HUB, Bylaw, Youth Intervention, Talking Together, and Victim Witness referrals / requests to appropriate staff
- Coordinate and provide guidance to all staff including managers as they complete referrals and oversee each staff member's client caseload, ensuring timely service is being provided to clients
- Provide guidance to staff should any issues arise with referrals or client files
- Relay, provide guidance, and ensure follow through from staff and managers regarding directives from the program managers and Director

to-day activities.

Meetings, Training and Outreach

- Attend all meetings, telephone and video conferences, committees, as directed.
- Attend professional development, training, workshops, education, as directed.
- Develop positive relationships with justice providers, defense counsel, police authorities, community leadership, duty counsel, crown attorneys, probation, parole and more. Keep program coordinator, supervisor, manager, or director apprised.

File maintenance

- Ensure all paper and electronic files are maintained up-to-date.
- Ensure all client information is kept confidential and that client files are up to date and complete
- Follow directives, guidelines, and policies for records management and file keeping policies.

Additional Duties and Responsibilities

- Provide coverage for the Program Director in conjunction with the Justice Programs Coordinator
- Complete all additional responsibilities and duties as assigned.

SALARY RANGE

Pursuant to current wage grid.