

Position Title: Justice Hub – Coordinator

Experience: Minimum 4 years

Job Location: Karachi, Sanghar & Hyderabad

Organization: *Legal Aid Society*

Position Summary:

The Hub Coordinator oversees the day-to-day functioning of the Justice Hub, ensuring service quality, governance compliance, and smooth coordination across all units.

Key Responsibilities:

1. Manage intake and registration processes, ensuring client records are created within 15 minutes of arrival.
2. Conduct triage and assign clients to appropriate pathways (legal advice, representation, mediation, or referral).
3. Coordinate with lawyers, mediators, paralegals, and field officers to ensure timely services.
4. Monitor compliance with Service Level Agreements (SLAs) for legal advice, representation, mediation, and referrals.
5. Supervise data entry, KPI tracking, and reporting to the Program Delivery Specialist.
6. Lead weekly stand-ups, monthly dashboard reviews, and quarterly service audits.
7. Oversee safeguarding, complaints management, and adherence to privacy standards.
8. Represent the hub in governance and visibility activities.

Qualifications

1. Master's degree in law, public administration, social sciences, or related field.
2. 5+ years of experience in legal aid, justice sector, or NGO management.
3. Proven experience in team leadership and service delivery coordination.
4. Understands and anticipates the needs of clients — ensuring that every interaction is handled with care, respect, and understanding.
5. Strong analytical, reporting, and stakeholder engagement skills.

Key Performance Indicators (KPIs)

1. 100% of intake records created within 15 minutes of client arrival.
2. Triage and pathway assignment completed within the same day.
3. Weekly stand-ups and monthly dashboards conducted/submitted without delays.
4. $\geq 80\%$ of SLA compliance across all service areas.
5. Quarterly audits completed with corrective actions logged and followed up.

EEO Statement:

Integrated into our shared values is LAS's commitment to diversity and equal employment opportunity. All qualified applicants will receive consideration for employment regardless of sex, age, race, colour, creed, religion, disability, sexual orientation, gender identity, or any other characteristics or conduct protected by law. LAS is committed to being an inclusive organization where all people are treated fairly, recognized for their individuality, promoted based on performance and encouraged to strive to reach their full potential. We believe in understanding and respecting differences among all people. Every individual at LAS has an ongoing responsibility to respect and support a diverse environment.

Protection Against Sexual Exploitation and Abuse:

Legal Aid Society (LAS) is committed to the prevention and protection from all forms of sexual exploitation and abuse (SEA). LAS explicitly prohibits its staff, associates, partners, consultants, or any other representatives associated with the delivery of its work from:

- Engaging in any form of sexual exploitation or abuse;
- Sexual activity with children (persons below the age of (18) irrespective of a mistaken belief of the age of the child which shall not amount to a defence);
- Exchange of money, employment, goods or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behaviour, is prohibited. This includes any exchange of assistance that is due to beneficiaries of assistance;
- Sexual relationships between LAS staff and beneficiaries of assistance, since they are based on inherently unequal power dynamics, undermine the credibility and integrity of the work of LAS and are strongly discouraged.

What We Offer

- An inclusive and collaborative work environment.
- Opportunities for professional growth and development.
- A chance to contribute meaningfully to social impact.

Application Process:

Interested candidates may apply online latest by 12th January 2026.

In case of any query please email at **hr@las.org.pk**

Only Shortlisted candidates will be called for test & interview.

The organization reserves the right to reject any or all applications.

For further information please visit <http://www.las.org.pk>