



<b>Classification:</b>	<b>Band 3</b>	<b>Position:</b>	<b>47416, 47396, 96975</b>
<b>Reports to:</b>	Executive Director, Investigations and Intake	<b>Location:</b>	Victoria
<b>Organization:</b>	Office of the Ombudsperson BC		

### Context:

Reporting to the Executive Director of Intake and Investigations, the Manager of Investigations leads and manages a team of up to eight Ombudsperson Officers employed as excluded managers under the *Public Service Act*, ensuring that investigations into complaints about a specific sector of public authorities are conducted in a fair, impartial, thorough and timely manner and in accordance with the *Ombudsperson Act* and the *Public Interest Disclosure Act*. Under the authority delegated by the Ombudsperson, working as part of a management team, the Manager of Investigations exercises significant responsibility regarding files that have been assigned to their team. The Manager provides daily guidance to the team on investigative strategies and procedures, dealing with complainants with complex needs, recognizing opportunities for fair resolutions and identifying potential systemic issues, all the while ensuring performance standards are maintained, and addressing any deficiencies that may occur. The Manager also leads and conducts investigations of a complex or sensitive nature as well as leads their team in conducting investigations which are of a systemic nature with responsibility to have the results ready for production and release as a public report.

### Job Overview:

The Manager leads a multidisciplinary team conducting investigations in response to complaints and disclosures about public organizations in B.C., in accordance with the *Ombudsperson Act* and the *Public Interest Disclosure Act* and develops and delivers presentations to promote fairness, best practices and accountability in public administration.

### Accountabilities:

- Contributes to and implements operational and strategic plans, defines priorities and goals, and participates in business and service planning.
- Leads and manages a multidisciplinary team responsible for:
  - conducting investigations of varying complexity and formality into public organizations in BC;
  - consulting with public organizations regarding improvements in public administration that impact provincial and other public sector programs; and
  - developing and delivering presentations to public organizations to promote fairness and best practices in public administration.
- Contributes to the development of internal policies and procedures and provides direction and advice on investigative approaches and strategies.

- Interprets, administers, ensures compliance with, and provides advice on acts, regulations, policies and procedures.
- Manages and leads operations, projects and initiatives (e.g., sensitive and complex investigations, audits, training, etc.). This includes identifying issues suitable for intervention or investigation, performing research and conducting analysis, and recommending appropriate action to senior executive.
- As subject matter expert, the manager collaborates on the development and delivery of educational strategies, activities and resources to educate citizens and public organizations on matters within the Ombudsperson's mandate.
- Identifies, develops and maintains constructive and collaborative relationships with a variety of stakeholders at all levels in public organizations and in the public.
- Supervises employees including assignment of work, development and evaluation of performance and performance plans and, approval of leave.
- Participates in staff recruitment, leads the training of new staff, and promotes and advances ongoing staff professional development and training activities.
- Leads and contributes to the drafting of public reports and the Ombudsperson's annual report.
- Represents the Ombudsperson in meetings with public officials at all levels.

## Qualifications:

### Education and Experience:

- University degree in a related discipline.
- Minimum of two (2) years of investigative experience in an Ombudsperson office, **OR** a minimum of two (2) years of investigative experience in an equivalent legal or regulatory environment.
- Minimum of two (2) years of management experience **OR** two (2) years of experience leading and coaching professionals in the development and implementation of complex projects.
- An equivalent combination of education and experience may be considered.

Preference may be given to:

- Preference may be given to applicants who demonstrate more than two (2) years of management experience **OR** two (2) years of experience leading and coaching professionals in the development and implementation of complex projects.

### Knowledge, Skills and Abilities:

- Advanced knowledge and understanding of the theories and principles of administrative fairness and natural justice.
- Knowledge of the *Ombudsperson Act* and *Public Interest Disclosure Act* as well as the Ombudsperson Office and the environment in which it operates.
- Demonstrated ability to communicate in writing in an effective and clear manner at an appropriate level and in the most effective format.
- Knowledge and understanding of government structure and the operation of public agencies in British Columbia and public bodies under the *Ombudsperson Act* and *Public Interest Disclosure Act*.

- Knowledge of performance-based management.
- Demonstrated ability to reference and interpret complex legislation, regulations, policies and practices to assist in determining an appropriate course of action, and to seek advice where appropriate.
- Demonstrated ability to link long-range visions and concepts to daily work.
- Demonstrated ability to implement a change initiative that has been mandated within the organization.
- Demonstrated ability to influence, persuade or convince others to adopt a specific course of action.
- Demonstrated ability to exercise discretion in the approach to problems and people.
- Demonstrated ability for self-control when provoked, faced with opposition or hostility, or when working under stress.
- Demonstrated leadership capabilities.
- Demonstrated integrity in actions and communications.

#### **Indigenous Relations Behavioural Competencies:**

- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview, and the culture of the Office, and to notice their commonalities, and distinctions with Indigenous cultures, and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.

#### **Competencies:**

- **Leadership** implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The "team" here should be understood broadly as any group with which the person interacts regularly.
- **Change Leadership** involves creating a new vision for the organization and taking the required actions to ensure that the members of the organization accept and support the vision. It generally requires the individual to be in a relatively senior or high-level position, although this is not always the case.
- **Organizational Commitment** is the ability and willingness to align one's own behaviour with the needs, priorities and goals of the organization, and to promote organizational goals to meet organizational needs. It also includes acting in accordance with organizational decisions and behaving with integrity.
- **Decisive Insight** combines the ability to draw on one's own experience, knowledge and training and effectively problem-solve increasingly difficult and complex situations. It involves breaking down problems, tracing implications and recognizing patterns and connections that are not obviously related. It translates into identifying underlying issues and making the best decisions at the most appropriate time. At higher levels, the parameters upon which to base the decision become increasingly complex and ambiguous and call upon novel ways to think through issues.

- **Communicating Effectively** involves good presentation skills (verbal and written), careful listening, problem framing and use of presentation technologies.
- **Long-term Focus** combines reasoned and realistic judgement and commitment to key outcomes. It demands a blending of visionary thought and drive with pragmatism and perseverance, and has been described as “steering a steady course through uncharted or difficult waters”. Individuals with this competency have the ability to maintain the commitment of others, and rely upon self-confidence and insight to meet individual, situational or organizational challenges.
- **Planning, Organizing and Co-ordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.
- **Developing Others** involves a genuine intent to foster the long-term learning or development of others through coaching, managing performance and mentoring. Its focus is on developmental intent and effect rather than on a formal role of training. For this competency to be considered, the individual's actions should be driven by a genuine desire to develop others, rather than by a need to transfer adequate skills to complete tasks.
- **Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.

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