



Classification: Band 2	Position: 00132305
Reports to: Director, Public Reporting, Policy Knowledge Management	Location: Victoria
Organization: Office of the Ombudsperson	

Context:

As an independent officer of the Legislature, the Ombudsperson responds to approximately 8000 enquiries annually, investigates complaints of unfair or unreasonable treatment by provincial and local public authorities, and provides general oversight of the administrative fairness of government processes under the *Ombudsperson Act*. Under the *Public Interest Disclosure Act* the Ombudsperson also investigates allegations of wrongdoing from public employees in or relating to a public body covered by the Act as well as allegations of reprisal.

Job Overview:

Guided by recommendations emerging from the Office’s Diversity and Inclusion Initiative, as well as the consultation circles that have been part of our Indigenous Communities Services Plan engagements, the policy advisor will lead a critical and complex project to scrutinize the Office’s investigative and intake processes and develop policy, training, and resources to promote equitable service delivery and consistent and transparent decision-making by staff. The policy advisor develops policy that supports the delivery of services in an accessible, trauma-informed, culturally safe and fair way. As part of the Office’s commitment to reconciliation, the policy advisor will examine and advise on ways the Office’s mandate may be applied to address jurisdictional issues relating to unfair impacts of ongoing colonial structures and structural inequity on Indigenous peoples.

This is a two-year appointment, with a possibility of extending the appointment beyond the term if needed, and as budget permits.

Accountabilities:

- Provides strategic and evidence-based advice, recommendations, and support to senior management and Ombudsperson to ensure the effective design and implementation of programs and policies that support meaningful service provision to equity-deserving groups with lived experience of marginalization and oppression (including Indigenous, Black and People of Colour, women, LGBTQIA2S+ and persons with disabilities).
- Provides expert advice on best practices in policy/program design and development, especially as it pertains to the cultural environment of the organization based on Indigenous concepts, anti-racism strategies, and approaches that promote DIR.
- Leads or participates in comprehensive consultations to guide and inform cultural safety, diversity, inclusion, and anti-racism strategies and resources. Analyzes information obtained through those consultations and recommends options to incorporate information to develop, amend or update existing and future policies and resources.
- Leads policy/legislative initiatives that pertain to high impact, often sensitive subject areas.

- Researches, designs, analyzes, recommends, drafts and implements policies, programs and projects aimed at improving outreach, intake and investigation processes by applying diversity, inclusion and reconciliation (DIR) approaches.
- Researches the implications of the *Declaration on the Rights of Indigenous Peoples Act* on the work of the Ombudsperson's Office as well as other provincial authorities, and develops resources and reference materials that help the Office align its intake and investigative processes with a reconciliatory approach.
- Reviews the Office's intake and investigative policies and, as needed, identifies key requisite changes and revises existing policy manuals to reflect current DIR practice.
- Maintains an up-to-date knowledge of pertinent anti-discrimination and anti-racism legislation and develops options to reflect applicable legislative requirements in intake and investigations policies and practices.
- Reviews policy initiatives from other orders of government, other jurisdictions, or the private sector and formulates and recommends responses on current and future priorities and initiatives.
- Utilizes or generates data and analytical tools to review existing or proposed legislation, policy, programs, and business requirements and identify DIR implications.
- Develops evaluation plans, tools and performance indicators to conduct ongoing evaluation of policies and initiatives to ensure results meet expectations and align with the Office's commitment to DIR and its Indigenous Communities Services Plan.
- Participates in and facilitates inclusion, diversity and equity committees and groups within the office.

Qualifications and Competencies:

REQUIREMENTS

- Two years of related experience within a workplace, volunteer organization or community-based setting, which must include:
 - Experience related to research, policy development, program design, and evaluation.
 - Experience related to reconciliation with Indigenous Peoples.
- Post-secondary degree in social sciences, public administration, law or a related field.
- An equivalent combination of experience, education, and/or training may be considered.

Preference may be given to applicants with any of the following:

- Experience leading project teams focused on diversity, inclusion and/or reconciliation.
- Experience conducting legal and legislative research.
- Experience in facilitation (e.g. meetings, training, and planning initiatives).
- Due to the nature of this role, preference may be given to persons who identify as First Nations, Métis, Inuit, or other equity-deserving groups with lived experience of marginalization and oppression (including Indigenous, Black and People of Colour, women, LGBTQIA2S+ and persons with disabilities).

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to understand and interpret legislation, including the *Ombudsperson Act*.
- Expertise in researching and analyzing policies, interviewing internal staff, formulating conclusions, making recommendations and drafting policy.
- Awareness of principles and practices related to equity, diversity and inclusion.
- Understanding of intersectionality and how BIPOC communities have been disproportionately impacted by structural racism.
- Understanding of equity, diversity and inclusion best practices, human rights, and relevant legal principles.
- Experience with Gender-Based Analysis Plus (GBA+) is an asset.
- Demonstrated ability to exercise tact and discretion in the approach to problems and people.

- Understanding of principles of natural justice and administrative fairness.
- Ability to facilitate meetings and consultations with internal staff at different levels to obtain information and build consensus.
- Ability to communicate orally and in writing in a concise and clear manner at an appropriate level, applying inclusive language and in the most effective format.
- Demonstrated knowledge of cultural intelligence and awareness of issues, concerns and barriers that Indigenous persons may experience.
- Ability to lead, plan and manage projects with multiple components while dealing with conflicting demands, shifting priorities and tight deadlines.
- Proficiency in Microsoft Office and virtual communication platforms.

COMPETENCIES

- **Building a Trust-Based Relationship** requires a fundamental understanding that “relationship” is the foundation from which all activities happen and that building a good relationship takes time and commitment.
- **Conceptual Thinking** is the ability to identify patterns or connections between situations that are not obviously related, and to identify key or underlying issues in complex situations. It includes using creative, conceptual or inductive reasoning or thought processes that are not necessarily categorized by linear thinking.
- **Credible Champion** shows courage and conviction in advocating for change for the betterment of Indigenous Peoples. This means stepping forward, from a place of respect and knowledge, to name needed change and to champion it.
- **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 BC Public Service, 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.
- **Flexibility** is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job or organization.
- **Indigenous-Centered Service Approach** is a desire to serve Indigenous Peoples, focusing one's efforts on understanding their interests to increase the quality of the service and produce better outcomes.

BC Ombudsperson – B.C.'s Independent Voice for Fairness

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