

<b>Classification:</b>	Band 2	<b>Position:</b>	47399
<b>Reports to:</b>	Director, Intake and Innovation	<b>Location:</b>	Victoria
<b>Organization:</b>	Office of the Ombudsperson BC		

### Context:

The Office of the Ombudsperson's Intake and Early Resolution Team provides quality first-line service for the approximately 8,000 enquiries and complaints received by the office each year about the administration of programs and services by provincial and local government agencies. Under the delegated authority of the *Ombudsperson Act*, and in accordance with office policies and procedures, the team is responsible for assessing complaint jurisdiction, referring complainants to available review and appeal mechanisms, identifying matters of administrative fairness for potential investigation, conducting early resolution investigations, and providing assistance and information to members of the public.

### Job Overview:

Reporting to the Director of Intake and Innovation, the Manager of Intake and Early Resolution supervises and supports the 7 member Intake and Early Resolution Team in performing their function as the first point of contact for members of the public. Within a high-volume environment in which many contacts are with individuals in crisis or experiencing barriers to access or effective communication, the Manager promotes a healthy and productive environment for staff while ensuring adequate position coverage and high quality service. The Manager is responsible for hiring, training and development of new staff and ongoing mentorship and support for existing team members. This position is also responsible for the development, implementation and updating of Intake and Early Resolution policies and procedures, reporting statistics and complaint issues to Senior Management and contributing to the overall effective functioning of the office through information sharing and collaboration and supporting the team through office-wide change initiatives.

### Accountabilities:

- Ensures the consistent and quality provision of Intake and Early Resolution services by leading staff activities, overseeing employee and team performance and development, monitoring statistics, managing staff coverage.
- Provides support and mentorship to Intake and Early Resolution staff in dealing with complex or sensitive complaints, challenging behaviours, access and communication barriers, and reportable incidents. Where appropriate the manager handles direct communications with individuals who present behavioural or communication challenges.
- Advises Intake and Early Resolution team members on the application and interpretation of internal policies, and provides direction and support regarding office-wide change initiatives.
- In consultation with the Director of Intake and Innovation, proposes and drafts policy and procedures to meet service delivery needs and organizational objectives, and support staff in applying legislation in the context of individual complaints and Early Resolution investigations.
- Develops training plans and materials and manages the hiring, training and orientation of new staff.

- Conducts analysis and makes recommendations to the Director of Intake and Innovation concerning new complaints which raise questions about the Ombudsperson's jurisdiction over newly identified agencies or other non-standard complaints.
- Reports and makes recommendations to Senior Management on statistical analysis, team performance, resourcing, and strategies to support office objectives.
- Consults and collaborates with the Managers of Investigation regarding complaint file assignment, emerging issues, and operational matters of mutual interest.
- Manages the administration and staffing of the Intake and Early Resolution call centre system.
- Conducts research and manages projects requested by Senior Management.
- Participates in the development and execution of outreach and education initiatives, including arranging and presenting Ombudsperson information sessions with provincial authorities, and consulting with provincial authorities concerning their internal complaint resolution and review mechanisms.

## Qualifications and Competencies:

### Education and Experience:

- University degree in a related discipline.
- Minimum of 2 years of experience responding to complaints about the delivery of public services.
- Minimum of 1 year of supervisory experience or experience leading teams.

### Knowledge, Skills and Abilities:

- Knowledge and understanding of the concepts and principles of administrative fairness and natural justice.
- Knowledge of the *Ombudsperson Act* and role of the Ombudsperson.
- Knowledge and understanding of government structure, legislation and public policy, and the administration of public services in British Columbia.
- Knowledge of various service delivery models and an aptitude to identify opportunities to improve operations to support organizational objectives.
- Ability to supervise and manage a team, including conducting performance reviews, monitoring staff activities, performance management, hiring, training and development.
- Ability to apply complex legislation, regulations, and policies to unique fact patterns to assist in determining an appropriate course of action.
- Ability to effectively respond to complaints using a variety of conflict resolution techniques and strategies.
- Ability to exercise discretion and delegated authority within a statutory framework.
- Ability to communicate in writing in an effective and clear manner to varying audiences.
- Ability to learn and effectively work with case management database systems and call centre administration software.
- Demonstrated ability to communicate effectively with individuals with diverse abilities and challenges, including mental illness, physical or cognitive impairment, and personal crisis.
- Demonstrated ability for self-control when serving members of the public who demonstrate challenging behaviours, including opposition or hostility.

## Competencies:

- **Decisive Insight** – the ability to draw on one’s own experience, knowledge and training and apply it to effectively problem solve increasingly difficult and complex situations.
- **Problem Solving and Judgment** - the ability to analyze problems systemically, organize information, identify key factors, identify underlying causes and generate solutions.
- **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.
- **Results Orientation** – a concern for surpassing a standard of excellence. This standard may be one’s own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.
- **Service Orientation** – the desire to identify and serve customers/clients, who may include the public, colleagues, partners, co-workers, not-for-profit and advocacy groups and government organizations. It means focusing one’s efforts on discovering and meeting the needs of clients.
- **Teamwork and Co-operation** - the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- **Listening, Understanding, and Responding** – the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others.
- **Organizational Commitment** - 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.

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