OMBUDSPERSON
BRITISH COLUMBIA

Job Profile:

Digital Fairness Specialist

Classification:	Band 3	Position:	00144781
Reports to:	Deputy, Strategic Outreach and Inclusion	Location:	Victoria
Organization:	Office of the Ombudsperson		

Job Overview:

The Digital Fairness Specialist leads the planning, development and implementation of the Office of the Ombudsperson's Digital Fairness initiative related to the use of automated decision-making systems and the assistance of artificial intelligence (AI) in public service delivery and administrative decision-making. The position will facilitate external consultation and provide guidance to public bodies to safeguard the principles of administrative fairness and equity in decision making. This work includes both internal policy development and program design related to investigations into the use of AI in the administration of government services and programs.

Accountabilities:

Policy and Program Development, Implementation and Evaluation

- Designs and implements the office's Digital Fairness initiative and provides strategic advice on AI-related policies and processes, integrating the office's commitments to diversity, equity, inclusion and reconciliation.

- Develops internal office policies, training and guidance resources to support investigations into the use of AI for automated decision-making by public bodies within the Ombudsperson's jurisdiction.

- In collaboration with the Policy, Research and Continuous Improvement (PRCI) team, develops strategies and implements metrics to support evaluation and continuous improvement related to the work of the office in the context of digital service delivery anddecision-making with the use of AI, as it links to the office's commitments to diversity, equity, inclusion and reconciliation.

- Recommends remediation approaches where members of the public are found to be adversely impacted by unfair or unreasonable AI-generated or AI-informed public body decisions.

External Consultation

- Facilitates consultations with public bodies on policy development and the ethical use of AI related to the fair administration of public services and programs within the Ombudsperson's jurisdiction.

- In collaboration with the office's Public Authority and Consultation Training (PACT) team, develops and delivers training sessions to public bodies specific to the ethical and fair use of AI in administrative decision-making.

- Informs public sector frameworks for the evaluation of AI decision making and recommends strategies to perform and publish fairness impact assessments of AI-assisted public service delivery and decision making.

- Provides feedback and advice to public bodies on approaches to AI related to administrative fairness requirements.

- Identifies, builds and sustains relationships with relevant thought-leaders, research institutes, organizations and counterparts working to promote digital fairness in public services and conducting leading edge research on ethical and fair uses of AI.

Research and Data Analysis

- Leads monitoring and conducts cross-jurisdictional policy and legal research into administrative fairness in public services delivered using AI, assessing impact on, in particular, marginalized communities in B.C.

- Collects and interprets data pertaining to AI-related complaint trends to inform continuous improvement of policies and practices and relevant public reporting.

Leadership

- Supervises employees including assignment of work, development and evaluation of performance and performance plans and approval of leave.

Qualifications and Competencies:

Education and Experience:

- Completion of a post-secondary degree in a related field (e.g., Law, joint juris doctor/Indigenous Law degree, Public Administration, Public Policy, Computer Science, etc.)
- Minimum two years' experience developing and implementing policy frameworks related to technology, information management, privacy, data protection or AI ethics and governance.
- One year of experience conducting research related to emerging technologies and writing analytical memos or reports.
- Minimum two years' experience supervising or leading and coaching professionals in the development and implementation of complex projects.
- An equivalent combination of education and experience may be considered. Equivalent combination of education and experience may include the following:
  - Artificial Intelligence Management Diploma and 4 years of related experience as noted above
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check (completed if an offer of employment is made).

Preference may be given to:

- Applicants with experience with policy or legislation development related to AI and automated decision-making.
- Applicants with experience facilitating training sessions or presentations.

- Applicants with experience with delivering, evaluating and investigating the fairness of public administration.
- Applicants who self-identify as First Nations, Métis, Inuit and/ or Indigenous, Black or racialized, women, 2SLGBTQ+, people with diverse gender identities or expressions, and/or people with disabilities.

Knowledge, Skills and Abilities:

- Ability to demonstrate commitment to diversity, equity, inclusion, reconciliation and accessibility and contribute to fostering inclusion in the office.
- Knowledge of the *Ombudsperson Act* and role of the Ombudsperson.
- Knowledge and understanding of AI terminology, principles and applications.
- Understanding of the concepts and principles of administrative fairness and natural justice.
- Understanding of the risks, ethical and fairness considerations associated with AI in public service delivery.
- Understanding of diverse knowledge systems that may be used in AI-related policies and practices (e.g., science, Indigenous knowledge systems, learning management systems, document management systems, etc.)
- Broad understanding of government programs, legislation and public policy, and the administration of public services in British Columbia.
- Demonstrated ability to conduct research and analysis applying legal rules or policies to diverse fact patterns and determining an appropriate course of action.
- Demonstrated ability to communicate technical issues related to AI verbally and in writing in an effective, clear manner using plain, inclusive language.

Competencies:

Behavioural Competencies:
Behavioural competencies describe the essential skills and attributes expected of all Office of the Ombudsperson employees. The successful applicant will demonstrate experience, knowledge and/or ability with respect to the following behavioural competencies:

- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying underlying complex issues. This is based on verification of the validity or accuracy of all information.
- **Information Seeking** is driven by a desire to know more about things, people or issues. It implies going beyond the questions that are routine or required in the job. It may include "digging" or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental "scanning" for potential opportunities or miscellaneous information that may be of future use.
- **Change Management** is the ability to support a change initiative that has been mandated within the organization. It involves helping the organization's members understand what the change

means to them and providing the ongoing guidance and support that will maintain enthusiasm and commitment to the change process. People with this competency willingly embrace and champion change. They take advantage of every opportunity to explain their vision of the future to others and gain their buy-in.

- **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.

- **Commitment to Continuous Learning** involves a commitment to think about the ongoing and evolving needs of the organization and to learn how new and different solutions can be utilized to ensure success and move the organization forward.

- **Engaging External Partners** identifies and involves external stakeholders in order to foster long term partnerships.

Applicants may review [behavioural competencies](#) for all staff in the BC Public Service.

Indigenous Relations Behavioural Competencies:

The Indigenous relations behavioural competencies help the Office of the Ombudsperson improve its individual and collective abilities to work effectively with the Indigenous peoples of B.C. The successful applicant will demonstrate experience and/or thinking, attitude, approach and behaviours illustrating potential with respect to the following 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 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 peoples. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.

- **Self-Discovery and Awareness** means understanding one's thoughts, feelings, values and background and how they impact the success of the interaction and relationship, or how they may influence one's work. It is recognizing one's own biases by tracing them to their origins, through reflection and by noticing one's own behaviour – and then intentionally seeking a way forward that positively impacts the interaction and relationship. It means maintaining new ways of thinking and acting when situations become difficult or uncertain, or in times of urgency.

Applicants may review the [Indigenous relations behavioural competencies](#).

BC Ombudsperson

Fairness and Accountability in British Columbia's Public Services

http://www.bcombudsperson.ca/