



Classification:	AO 21	Position:	1 position
Reports to:	Director, Communications and Engagement	Location:	Victoria/Vancouver/Lower Mainland
Organization:	Office of the Ombudsperson		

Job Overview:

Reporting to the Director, Communications and Engagement, the Community Liaison serves as the primary connection with specific organizations serving those experiencing low-income or houselessness in British Columbia, raising awareness and understanding of our services and identifying any barriers to accessing our services. This position works to identify fairness issues facing those experiencing low-income or houselessness; cultivating and sustaining trust with the office; facilitating culturally sensitive, trauma-informed access to our complaints process and referral services; and identifying collaborative opportunities through targeted outreach activities in alignment with the office's outreach and engagement plan. These efforts will culminate in a strategic outreach plan for building awareness using community-specific outreach initiatives based on community knowledge and experience.

Accountabilities:

This position is specific to and inclusive of those experiencing low-income and houselessness and the organizations that serve and support them.

- In collaboration with the Engagement Specialist, works to identify and maintain up-to-date information on key communities and community-serving organizations including tracking and reporting on progress towards achieving strategic objectives.
- Develops a community-specific outreach plan based on experience and knowledge of community; including planning and coordinating various community outreach activities (e.g., meetings, complaint clinics, conferences, workshops, and events). Supports event planning and coordination in collaboration with relevant internal departments.
- In collaboration with the Communications team, provides insight into the development of tailored materials to support our ability to reach those experiencing low-income and houselessness. Shares resources with relevant community-serving organizations and provides feedback to the office.
- Facilitates and maintains respectful relationships and identifies collaborative opportunities with key community-serving organizations to build awareness and knowledge of our office and how we can help.
- Coordinates an integrated outreach approach working collaboratively with the Indigenous Initiatives team to support respectful engagement with Indigenous-serving organizations and communities.

- Using an intersectional approach, identifies the key fairness issues and access barriers through a combination of secondary research and outreach to relevant community-serving organizations.
- Where appropriate, facilitates and guides individuals experiencing low-income or houselessness to use of the office's online complaint checker and other tools to verify jurisdiction and routing of complaints.
- Identifies potential process improvements and ways to address barriers that impact service utilization, based on feedback provided by community-serving organizations.
- Acts as a point of contact for communities, as relevant, to access the office's complaint process, in a culturally-sensitive and trauma-informed manner.

Qualifications:

Education and Experience:

- Minimum two years of relevant experience, including experience with staff/public engagement, event planning, and/or communications.
- Experience liaising and engaging with specific organizations serving those experiencing low-income or houselessness in British Columbia.
- An equivalent combination of education and experience may be considered.
- 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 **will be given to** applicants with lived experience with low income or houselessness and/or significant experience working with organizations serving low income individuals or individuals experiencing houselessness in British Columbia.

Preference **may be given** to applicants with:

- Experience or training in trauma-informed and/or cultural safety practices.
- Experience with event planning and coordination.
- Post-secondary education in Anthropology, Communications, Social Work, or other related fields.

Willingness Statement

- Willingness to travel frequently for work or training.

Knowledge, Skills and Abilities:

- Practical knowledge of organizations serving those experiencing low-income or houselessness across British Columbia.
- Knowledge of appropriate protocol, conduct and cultural safety in different settings.
- Knowledge of accessibility best practices and standards, including plain language writing.
- Strong interpersonal skills and demonstrated ability to clearly communicate both verbally and in writing at an appropriate level and format for a variety of audiences.
- Knowledge of the structure and organization of public bodies in British Columbia.

- Ability to effectively promote and recommend leading practices in engagement, outreach and information sharing.
- Demonstrated integrity in actions and communications.
- Ability to draft a strategic outreach plan.
- Competent in the use of computer applications such as spreadsheets, databases, email, and word processing applications for the purposes of report writing, developing materials, monitoring, organizing and sharing of information.
- Strong facilitation skills.
- Experienced in communications planning and delivery.
- Ability to work effectively as part of a team.
- Ability to demonstrate commitment to diversity, equity, inclusion, reconciliation and accessibility and contribute to fostering inclusion in the office.

Competencies

Indigenous Relations Behavioural Competencies: The Indigenous relations behavioural competencies help the BC Public Service improve our individual and collective abilities to work effectively with the Indigenous peoples of BC. 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 Aboriginal 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.
- **Building Trust-Based Relationships** requires a fundamental understanding that “relationship” is the foundation from which all activities happen, and that building a good relationship takes time and commitment. It is a willingness to build a personal relationship in addition to a professional one, participating in open exchanges of experiences and culture. It requires a genuine, non-controlling approach and relies upon demonstrated integrity and transparency.
- **Sustained Learning and Development** means continually increasing your ability to build and maintain respectful and effective relationships with Indigenous peoples. Central to this competency is appreciating that there are many other cultural understandings of knowledge and ways of working that have legitimacy and deserve respect and therefore require our continual learning and development, including direct exposure to cultural and community ways. It includes an eagerness to continually reflect upon and assess your own level of cultural agility and competence, self-awareness and expertise. It means being willing to learn in new and different ways and appreciating how diverse ways of thinking and acting can ensure the success of the BC Public Service in supporting Indigenous self-determination.

- **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](#)

Behavioural Competencies:

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

- **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.
- **Planning, Organizing and Coordinating** 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 the organization's mandate.
- **Listening, Understanding and Responding** is 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. People who demonstrate high levels of this competency show a deep and complex understanding of others, including cross-cultural sensitivity.

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

BC Ombudsperson

BC's Independent Voice for Fairness and Accountability