



Classification:	Band 2	Position:	00116983
Reports to:	Director, Communications and Engagement	Location:	Victoria
Organization:	Office of the Ombudsperson		

Job Overview:

Reporting to the Director, Communications and Engagement, the Engagement Advisor leads the development, implementation and evaluation of the office's community outreach and internal engagement plans in alignment with the institutional five-year Strategic Plan, outreach and engagement strategy, Accessibility plan, Indigenous Communities Services Plan, Diversity, Equity and Inclusion (DEI) framework and other relevant commitments. The Engagement Advisor establishes and sustains strategic relationships with community-serving organizations across the province, building understanding, awareness and access to our office's services, and supervises Community Liaisons.

Accountabilities:

Outreach and engagement research, planning and evaluation:

- Develops and implements audience- and region-specific outreach and engagement plans on a provincial scale guided by the office's commitments to diversity, equity, inclusion and reconciliation and in alignment with the office's strategic plans.
- Conducts interest group analysis and prepares associated relationship plans using recognized tools and principles including those from the International Association for Public Participation ensuring appropriate coordination of introductory meetings, briefings, protocol, correspondence and follow-up, liaising with the Indigenous Initiatives team where work may intersect.
- Conducts background research, identifies trends and provides relevant information and analysis to the director and other team leads as appropriate on community issues and community-serving organizations to inform briefing notes, backgrounders, publications, policy and continuous improvement processes.
- Develops and implements processes to monitor and evaluate the outputs and long-term impacts of office engagement, providing progress reports internally and for the office's annual reporting.
- Provides engagement specific subject matter expertise to the Communications team on public surveys and relevant data collection for evaluation purposes.
- Maintains accurate and reliable records of contact information, engagement and relationship history and other relevant information in the office's information management software system.

Relationship building and event management:

- Builds, manages and maintains strategic, respectful, day-to-day relationships with relevant community-serving organizations across the province.
- Conducts outreach and gathers information to inform effective, inclusive and accessible digital strategies for extending and maximizing the office's reach to diverse communities, supporting social media content development as appropriate.
- Develops and delivers presentations, facilitates gatherings, and participates in meaningful external community engagements and events to increase public knowledge and understanding of the role of the Ombudsperson and the work of the office while maintaining the credibility, independence and neutrality of the office.
- Manages the day-to-day relationship with contractors providing outreach and engagement related services to the office.

Internal engagement:

- Leads implementation of the office's internal engagement activities in alignment with relevant plans and commitments and in coordination with the Communications Advisor, Learning Specialist and Indigenous Initiatives team. This includes cross-team collaboration, facilitating sessions, event coordination and coordinating activities related to recognized days of significance.
- Provides recommendations and advice to the director, and senior management by extension, on external relationships, outreach initiatives and accessibility of office services.
- Identifies and promotes leading practices in outreach and engagement among office staff including supporting relevant policy, practice and process development and improvements to enhance service delivery and ensuring consistent wise practice engagement approaches by office researchers and investigators. Facilitates connections to community-serving organizations as appropriate.
- Liaises with intake and other staff to ensure consistent and accurate referral information for community-serving organizations.
- Collaborates with the Communications team on maintaining, updating and developing content for the office's intranet, as needed.

Supervision and Leadership:

- Leads and mentors staff with a focus on training requirements that align with the mandate and priorities of the office, including development of knowledge and skills related to office outreach and engagement priorities, and building staff capacity to uphold commitments related to reconciliation, DEI and accessibility.
- Supervises employees including assignment of work, development and evaluation of performance plans and approval of leave.

Qualifications:

Education and Experience:

- Post-secondary education in a related field (e.g., Community Development, Public Relations, Sociology, Communications, Adult Education or other related fields).
- Minimum 2 years of experience in the following areas:
 - Developing engagement strategies and processes including conducting interest group identification, mapping and planning.
 - Developing and maintaining relationships and identifying collaborative opportunities with relevant community-serving organizations (this may include experience in the public sector liaising with community-serving organizations or as an employee of a related organization).
 - Developing and delivering presentations and facilitating meetings or training sessions.
- Experience leading or supervising a team, including mentoring, performance planning and assigning work.
- 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 **may be given** to applicants with one or more of the following:

- [International Association for Public Participation \(IAP2\)](#) certification.
- Event planning and management.
- Applicants who self-identify as First Nations, Métis, Inuit and/or Indigenous, Black or racialized, 2SLGBTQ+, people with diverse gender identities or expressions, and/or people with disabilities and can demonstrate how this lived experience will be applied in practice in the role.

Willingness Statement

- Willingness to travel frequently across the province.

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 role and mandate of the BC Ombudsperson, including an understanding of the office's neutrality and independence from both government institutions and advocacy bodies.
- 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.
- Knowledge of accessibility best practices and standards, including plain language writing.
- Demonstrated integrity in actions and communications.

- Competent in the use 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.
- Ability to draft a strategic outreach and engagement plan.
- Strong facilitation skills.
- Ability to lead and mentor a team.
- Ability to work effectively and collaboratively as part of a team.

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 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 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.
- **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.

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

BC Ombudsperson

BC's Independent Voice for Fairness and Accountability