



Classification:	Band 2	Position:	Multiple
Reports to:	Manager of Investigations	Location:	Victoria
Organization:	Office of the Ombudsperson		

Job Overview:

The Ombudsperson Officer exercises significant investigative powers delegated under the *Ombudsperson Act* and the *Public Interest Disclosure Act* (PIDA) and may be assigned to any one of multiple teams*. Officers work collaboratively to support the work of their team members, supervisor and the other operational teams. The Officer is responsible for independently and effectively managing a diverse caseload of complex, multifaceted and sometimes high-profile investigations requiring superior investigation and communication skills and abilities, as well as sensitivity, integrity and professionalism. The Officer collects and evaluates information and evidence, draws conclusions, identifies opportunities for improvement in public administration and persuades authorities to take remedial measures. Officers also represent the office as a collaborative partner to proactively assist public sector organizations to anticipate and avoid problems and make positive change.

* Health and Local Services, Social Programs, Regulatory Programs, Public Interest Disclosure, Public Authority Consultation and Training, Systemic Investigations

Accountabilities:

- Receive and evaluate administrative fairness complaints and wrongdoing disclosures
- Develop and implement terms of reference and investigative plans
- Conduct research to identify applicable legal requirements and relevant principles, standards and tests
- Conduct formal interviews, sometimes under oath, and require the production of records from jurisdictional authorities
- Manage and review large volumes of written evidentiary material for relevance
- Weigh evidence and make reasoned findings of fact applying a balance of probabilities standard
- Exercise discretion to initiate and cease/conclude investigations of administrative unfairness by public authorities
- Generate ideas and consult with authorities to achieve administratively fair, reasonable, principled and practical resolutions and remedies that can lead to systemic change and long-term impact
- Provide detailed, informative and persuasive reasons for investigative conclusions to both complainants and authorities
- Monitor trends and identify systemic issues requiring investigation
- Prepare memos, reports and other correspondence for management regarding complex matters and investigative findings

- Decide that complaints are not substantiated under Section 22 of the *Ombudsperson Act*.
- Prepare written analysis, potential formal findings and recommendations on investigative courses of actions, outcomes and remedies for management's consideration and the Ombudsperson's approval
- Draft or contribute to formal and sometimes public reports the Ombudsperson issues to public authorities, the Lieutenant Governor in Council and the Legislative Assembly
- Maintain and manage an active caseload of investigative files using an electronic case tracking system
- Provide advice to public sector employees considering making a disclosure under PIDA
- Inform and advise public bodies regarding the implementation and operation of PIDA, including in relation to managing internal disclosures
- Assess and investigate disclosures of wrongdoing and reprisal complaints from public sector employees under the *Public Interest Disclosure Act*
- Prepare and deliver workshops and presentations to inform stakeholder groups about the Ombudsperson's role, administrative fairness, PIDA and other topics relating to the office's mandate
- Develop and maintain collaborative, professional relationships with authorities, colleagues, other Ombuds offices, and independent offices of the legislature
- Participate in Ombudsperson tours and community outreach activities

Qualifications and Competencies:

Education and Experience:

- University degree in a related field (e.g., Law, joint Juris Doctor/Indigenous Law degree, Social Work, Indigenous Social Work, Public Administration, Indigenous Business and Public Administration and other related disciplines).
- Minimum of 2 years of investigative experience applying at least 5 of the following skillsets:
 - Analyze fact patterns
 - Gather information and evidence using a variety of techniques and sources
 - Test or corroborate information and evidence
 - Evaluate information and evidence in the context of applicable law and policy
 - Generate principled and practical solutions to complex problems
 - Persuade parties to adopt a course of action
 - Make formal decisions and communicate written reasons for decisions
 - Manage a high-volume caseload of complex cases
- 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).

Proviso:

- This position requires interaction with members of the public in person, by phone and in writing. Incumbents of this position will be exposed to challenging or escalated behavior and content of a sensitive and potentially traumatic nature. Please consider whether the psychological load of the tasks in this job profile align with your capacity to take on this type of work.

Preference may be given to:

- 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.
- Applicants with experience providing client service to members of the public who may be living with mental health challenges, physical or cognitive disabilities and/or experiencing personal crisis.
- Applicants with experience or training in trauma-informed and/or cultural safety practices.
- Applicants with experience building relationships and/or providing client service to people with diverse lived experiences including but not limited to people who are First Nations, Métis, Inuit and/or from urban Indigenous communities, persons with disabilities, persons of diverse sexual orientation, gender identity or expression (2SLGBTQ+).
- Applicants with experience responding to or assisting with complaints about government services or programs.

Willingness statement:

- Some travel is required.

Knowledge, Skills and Abilities:

- Knowledge and understanding of the principles of administrative fairness and natural justice and their application
- Knowledge of the *Ombudsperson Act* and the *Public Interest Disclosure Act*
- Knowledge of the Office of the Ombudsperson and the environment in which it operates
- Knowledge of the organization, structure and operation of provincial and local government in British Columbia
- Ability to impartially conduct complex investigations
- Ability to effectively manage a caseload to deliver timely and appropriate results using an electronic case tracking system
- Ability to reference, interpret and apply complex legislation, regulations and policies
- Ability to demonstrate commitment to diversity, equity, inclusion, reconciliation and accessibility and contribute to fostering inclusion in the office
- Ability to contribute to a psychologically safe workplace in support of mental health and well-being
- Ability to maintain high standards of impartiality, respect and service delivery to the public and public authorities we serve
- Ability for self-control when provoked, faced with opposition or hostility, or when working under stress
- Ability to exercise discretion in the approach to complex problems
- Ability to influence, persuade or convince others to adopt a specific course of action
- Ability to communicate orally and in writing in an effective and clear manner at an appropriate level and in the most effective format, including presentations and public reports

Competencies:

Behavioural Competencies:

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

- **Problem Solving and Judgment** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions
- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation and determine cause-and-effect relationships (“if...then...”) to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.
- **Impact/Influence** is the ability to influence, persuade, or convince others to adopt a specific course of action. It involves the use of persuasive techniques, presentations or negotiation skills to achieve desired results.
- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one’s own past performance; an objective measure; challenging goals that one has set; or even improving or surpassing what has already been done.
- **Information Seeking** 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.

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 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:

- **Open Listening** is letting go of conventional means of listening. It means listening to and valuing the telling of stories, and letting pauses in conversation extend into silence rather than jumping in to dispute, agree, question, or move on. It is an awareness of personal bias or judgment and its effect on one's ability to hear. It is the desire and ability to set aside physical, mental, and emotional distractions in order to be fully focused and listening respectfully and openly. It is staying open to the message even when conversations are filled with raw emotions like sadness or anger and believing that each person's knowledge and reality is legitimate and valuable. Finally, it requires a willingness to reflect upon a story or message and to derive meaning from it based upon the situation in which it is shared.
- **Cultural Agility** is the ability to work respectfully, knowledgeably, and effectively with people from diverse backgrounds, including 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 office, and to notice their commonalities, and distinctions with other cultures and worldviews, including Indigenous cultures. It is recognition of the ways that personal and professional values may conflict or align with those of people from different cultures. 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/>