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| <b>Classification:</b> | <b>Administrative Officer 21</b> | <b>Position:</b> | <b>00142705/00142706</b>            |
| <b>Reports to:</b>     | Director, Indigenous Initiatives | <b>Location:</b> | Regionally based (see Job Overview) |
| <b>Organization:</b>   | Office of the Ombudsperson       |                  |                                     |

### Job Overview:

Reporting to the Director, Indigenous Initiatives, the Pathfinder serves as the primary connection between Indigenous community-serving organizations and, as relevant, Indigenous<sup>1</sup> community members, and our Office in one of two assigned regions (either southern and south interior British Columbia<sup>2</sup> OR northern and north interior British Columbia), raising awareness and understanding of our services and identifying any barriers to accessing our services; cultivating and sustaining trust between Indigenous people and the office; facilitating culturally sensitive, trauma-informed access to our complaints process and referral services; and identifying collaborative opportunities with relevant community and public organizations through targeted outreach activities in alignment with the office's Indigenous Communities Service Plan (ICSP) goals and objectives.

### Accountabilities:

- Builds respectful, strategic and sustained relationships with relevant Indigenous serving organizations across applicable region(s) of the province in alignment with the office's outreach plans and the ICSP.
- Facilitates access to information about our office and the complaints process, and shares resources with communities and members, as appropriate, in alignment with the office's strategic objectives to build awareness and understanding of the office's role and mandate.
- Identifies collaborative opportunities with Indigenous community-serving organizations, Nations, communities, and Indigenous groups in the applicable region of the province.
- Plans and coordinates Indigenous-specific, culturally appropriate engagement activities including meetings, circles and events in the applicable region and in collaboration with relevant internal departments, provides support for regional complaint clinics, and virtual and in-person educational workshops.
- In coordination with the office's communications and outreach team, develops, implements, and distributes regionally specific, culturally safe and accessible physical and digital materials, outreach tools

<sup>1</sup> Our use of the term Indigenous is intended to be inclusive of First Nations, Métis and Inuit peoples living in both urban and rural communities.

<sup>2</sup> Excluding the Lower Mainland.

and approaches to support the office's connection with and reach to Indigenous communities and community-serving organizations.

- In coordination with the Indigenous Initiatives Advisor, identifies and maintains up-to-date information on key Indigenous communities and Indigenous community-serving organizations in the applicable region and measures, tracks and reports on progress towards achieving strategic objectives.
- Where appropriate, guides Indigenous community members to the office's online complaint checker and other tools to verify jurisdiction and routing of complaints, and supports referrals to the office's complaints process, where relevant, in a culturally sensitive, trauma-informed manner.
- Identifies and reports on key regional fairness issues, complaint trends and access barriers through a combination of secondary research and outreach to relevant Indigenous community-serving organizations.
- Identifies potential process improvements and ways to address barriers that impact service utilization, based on feedback provided by Indigenous community-serving organizations.

## **Qualifications:**

### **Education and Experience:**

- Post-secondary education in Indigenous Studies, Indigenous Legal Studies, Anthropology, Political Science, Communications, Social Work, Community Development or other related fields.
- Minimum two years of relevant experience, including experience with staff/public engagement, event coordination, communications, and/or public/adult education.
- Experience liaising and engaging with First Nations, Indigenous communities and Indigenous community-serving organizations in British Columbia.
- In keeping with the principles of merit, and recognizing the value of lived experience, applications will be restricted to those self-identifying as Indigenous per Special Program approval by the Human Rights Commissioner.
- 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).
- An equivalent combination of education and experience may be considered.

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

- Experience or training in trauma-informed and/or cultural safety practices.
- Experience with event planning and coordination, facilitation and training.
- Experience building relationships with 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+).

### **Willingness Statement**

- Willingness to travel frequently for work or training.

### **Knowledge, Skills and Abilities:**

- Practical knowledge of First Nations and Indigenous communities and political organizations across British Columbia.

- Applied knowledge of a distinctions-based approach, appropriate protocol, conduct and cultural safety in different settings.
- Knowledge of historical events that have impacted and influenced legislation, policies and attitudes toward Indigenous ways of knowing and being.
- Knowledge of the United Nations Declaration on the Rights of Indigenous Peoples, [\\_Declaration on the Rights of Indigenous Peoples Act\\_\(Declaration Act\)](#) and the Calls to Action of the Truth and Reconciliation Commission.
- Strong interpersonal skills and demonstrated ability to clearly and effectively communicate both verbally and in writing at an appropriate level and format for a variety of audiences, including one-to-one with individuals of diverse abilities and those in crisis and to public audiences in large groups.
- Ability to effectively promote and recommend leading practices in engagement, outreach and information sharing.
- Competent in the use of computer applications such as spreadsheets, databases, e-mail, and word processing applications for the purposes of report writing, developing materials, monitoring, organizing and sharing of information.
- Demonstrated ability to handle highly sensitive and confidential information.
- Familiarity with the *Ombudsperson Act* and office, and the environment in which it operates (structure and organization of public bodies in British Columbia), including the principles of natural justice and administrative fairness.
- Demonstrated integrity in actions and communications.
- Ability to work independently and effectively as part of a team working across regions in hybrid in-person and virtual environments.
- Knowledge of Indigenous law decisions and Indigenous legal traditions would be an asset.
- 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 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 people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.

- **Sustained Learning and Development** is 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.
- **Empathy** is the ability to recognize, understand and directly experience the emotion of another. It involves listening with heart, accepting their message, and staying focused on their experience rather than reacting. It means understanding that the behaviour may be connected to something outside of the immediate situation.
- **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. Building a trust-based relationship requires a high level of consciousness of the experience of Indigenous people with Crown relations. It assumes that strengths abound in Indigenous people, cultures and communities.

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

### **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:

- **Results Orientation:** A concern for surpassing a standard of excellence. The 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:** Implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

- **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.

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

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<http://www.bcombudsperson.ca/>