

Job Posting:

OMBUDSPERSON OFFICER

Band 2

Multiple positions may be available

Salary: Anticipated starting salary \$74,000.00

Victoria, B.C.

Develop and apply your analytical, communication and problem solving skills in this challenging and rewarding role.

As an Ombudsperson Officer you will be an integral member of an investigative team. You will impartially investigate complaints from members of the public about matters of administrative fairness and natural justice involving the approximately 1000 public agencies within the Ombudsperson's jurisdiction. On a daily basis, you will apply your sound analytical judgement, deal effectively with people in difficulty, make timely and fair decisions, identify fair and reasonable resolutions, and demonstrate your excellent oral and written communication skills.

Officers may be assigned and/or transferred to any of the six teams within the Office (i.e., Health and Local Services, Regulatory Programs, Social Programs, Systemic Investigations, Public Interest Disclosure, or Prevention Initiatives.)

Candidates successful in past competitions have experience in varied backgrounds including law enforcement, social work, theology, Coroners Service, health care, education, and law.

As BC's independent voice for fairness, our Office's work is challenging, meaningful, and rewarding. Join us and become part of a team that is proud of the work we do. Find out more information about what we offer [here](#).

QUALIFICATIONS:

This position will be of interest to applicants who can demonstrate the required qualifications, including a university degree in a related discipline and at least two years' relevant experience. Experience must include 5 of the following skillsets:

- Analysis of a fact pattern
- Information gathering using a variety of techniques and sources
- Testing of information that has been gathered
- Evaluation of information in the context of applicable law/policy
- Decision-making
- Communication of information and decisions
- Persuading parties to adopt a course of action

- Writing reports/decisions setting out investigative conclusions
- Management of a caseload

An equivalent combination of education and experience may be considered.

Over time through performance based in-range movement the successful candidate in this competition will have the opportunity to reach the maximum of their position's salary band. The starting salary for this position is expected to be approximately \$74,000.00 and will be determined with consideration of the successful candidate's previous education and relevant experience.

A relocation allowance may be made available to successful candidate(s) where applicable. More information on relocation allowance can be found [here](#).

An eligibility list may be established to fill similar future vacancies in a full-time temporary or permanent capacity. This position is excluded from union membership. Some travel is required.

TO APPLY:

DO NOT submit your application for this position through the BC Government Hiring Centre website. Applications submitted through the BC Government Hiring Centre will not be considered.

To apply for this position you must submit a complete application package which includes two documents:

- 1) Your resume;**
- 2) And a completed job qualifications grid.**

Your resume and job qualifications grid must clearly identify how your education and experience meet the position requirements. You must identify which positions you are relying upon to meet the criteria of relevant experience. In describing your education and experience, please pay particular attention to the position description including the competencies and selection criteria. In addition to evaluation of your relevant knowledge, skills and abilities, your resume and qualifications grid will be evaluated as part of the screening process with respect to the position requirement to be able to communicate in writing in an effective and clear manner.

Please complete and attach the required documents in Microsoft Word or PDF format to your e-mail submission. Only complete application packages received by the Office of the Ombudsperson by email through the competition mailbox identified will be considered. Incomplete applications or late applications will not be evaluated or acknowledged, and only those applicants who pass all initial screening requirements will be considered for the next step in the selection process.

A written assessment may be administered as part of the screening process.

Due to office expansion, this ongoing posting will be posted until available vacancies are filled, for up to three (3) months from January 23, 2019. Applications will be reviewed on a bi-weekly basis and candidates will be contacted regarding their status in the competition at regular intervals prior to the posting close date. **The close date will be published with two weeks' notice.**

Your application package must be submitted by email to: Competition57730@bcombudsperson.ca

If you have questions related to the competition process, please contact Julia Vossen, HR Advisor, at JVossen@bcombudsperson.ca.

BC's Ombudsperson - <http://www.bcombudsperson.ca/>