



Classification:	Band 5	Position:	79616
Reports to:	Deputy Ombudsperson, Intake and Investigations	Location:	Victoria
Organization:	Office of the Ombudsperson BC		

Job Overview:

The Executive Director, Intake and Investigations, provides leadership for the development and implementation of intake, investigative, and early resolution strategies and plans required to deliver effective, efficient, timely, fair, thorough and impartial investigative and intake services pursuant to the *Ombudsperson Act* and in alignment with the office's commitments to diversity, equity, inclusion, accessibility and reconciliation. The Executive Director provides expert advice to the Deputy Ombudsperson, Intake and Investigations and the Ombudsperson on matters of effective service delivery, policy development and implementation, jurisdiction, current issues, trends and leading practices. Under the authority delegated by the Ombudsperson, this position exercises considerable responsibility interfacing with provincial government ministries and the broader provincial and local public sector. The ED's direct reports include the Managers of the complaint-based Investigation teams and Manager of Intake and Early Resolution.

Accountabilities:

Strategic service delivery planning, implementation and performance management

- Leads the development and implementation of strategies, plans, service standards, and performance targets to respond to complaints about public bodies under the Ombudsperson's jurisdiction and ensure consistency with the office's mandate and commitments to diversity, equity, inclusion, accessibility, and reconciliation.
- In collaboration with directors and managers responsible for specific plans, leads the development and operationalization of service improvements and activities to meet the intake- and investigation-related goals and objectives as set out in the office's Strategic Plan, Indigenous Communities Services Plan, Accessibility Plan, and Community Outreach Plan to promote equitable, accessible, culturally-safe and trauma-informed service delivery.
- In close coordination with the Director, Planning, Policy and Public Reporting, oversees the development of investigative strategies, policies, procedures, processes, practices and training, and is responsible for ensuring the consistency and quality of investigations.
- Develops and implements service and performance standards and works with direct reports to ensure intake and investigative teams are meeting these standards.
- Work closely with the Manager of Policy, Research and Continuous Improvement to develop, implement and monitor a framework for quality improvement.
- Conducts file reviews in response to complaints about our services in accordance with applicable internal policies, provides advice on responses, and identifies and implements any lessons learned or service improvements as appropriate.
- Champions organizational change initiatives and promotes a culture that holds people accountable and delivers excellent service to the public.

Investigative guidance and oversight

- Manages and/or oversees urgent, highly complex, and high-profile investigations.
- Provides expert advice and recommendations to the Deputy Ombudsperson, Intake and Investigations and the Ombudsperson on matters of jurisdiction, escalated complaints, service standards and delivery, and trends.
- Develops content for the Ombudsperson's annual reports and special investigative reports, including preparing investigation findings and recommendations for the Ombudsperson's consideration.
- In collaboration with relevant departments including IT and Planning, Policy and Continuous Improvement, oversees technology projects affecting Investigations, Intake and Early Resolution including changes to the office's electronic complaint database, online complaint forms, and call centre systems.

Public and public authority engagement

- Represents the office with federal and provincial counterparts on joint-jurisdictional interests and, with senior government officials and provincial public authorities to maintain awareness of service trends, operational and strategic priorities and, on the implementation of outreach initiatives.
- Responds to members of the public, public service staff and executives, and others with enquiries and complaints escalated from the Investigations, Intake and Early Resolution teams, including interacting with complainants who present with challenging and complex behaviour that has not been resolved at the service delivery level.

Team and budget management

- Supervises employees including assignment of work, development and evaluation of performance and performance plans and approval of leave.
- Leads direct reports responsible for early resolution and investigation of complaints received by the office under the *Ombudsperson Act*.
- Oversees development and facilitation of internal investigative training and professional development programs for employees on the intake and investigative teams.
- Manages procurement, contracts, accounts and budget for the applicable program areas.

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 fields).
- 10 or more years of investigative experience.
- Minimum of 5 years of progressively more senior experience in management roles.
- 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 supports teams of employees who interact with members of the public in-person, by phone or in writing. These interactions may expose them to challenging or escalated behaviour or disturbing content. Escalated members of the public may be redirected to this position, as necessary.

Preference may be given to:

- Applicants with experience contributing to initiatives related to equity, diversity, inclusion, reconciliation and accessibility in a leadership role.
- Applicants with more than 5 years of progressively more senior experience in management roles.
- Applicants with 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 (2SLGBTQIA+).
- Applicants who self-identify as First Nations, Métis, Inuit and/or Indigenous, Black or racialized, women, 2SLGBTQIA+, people with diverse gender identities or expressions, and/or people with disabilities.

Willingness statement:

- Some travel is required.

Knowledge, Skills and Abilities:

- Demonstrated expertise in the principles of administrative fairness and natural justice.
- Demonstrated commitment to diversity, equity, inclusion, reconciliation and accessibility and ability to contribute to fostering inclusion in the office.
- Ability to effectively build or foster an environment of psychological safety for staff who experience challenging behaviour or content.
- Extensive knowledge and understanding of investigative techniques, problem solving and administrative law.
- Extensive knowledge of the *Ombudsperson Act* and related regulations, policies and practices.
- Ability to contribute to strategic decision-making and develop, implement and monitor policies, standards and procedures.
- Ability to lead complex investigations, interpret legislation and policy and recommend appropriate strategies or processes for investigation and resolution.
- Ability to lead and manage multi-disciplinary teams of professionals, including conducting performance assessments, coaching, team building, mentoring and directing staff.
- Demonstrated ability to reference and interpret complex legislation, regulations, policies and practices to determine an appropriate course of action.
- Ability to analyze and solve problems and to lead multiple projects or tasks.
- Demonstrated ability to exercise the utmost discretion with highly sensitive and confidential issues.

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:

- **Executive Presence** involves knowledge and skills in influencing others and having an observable impact at the executive level, through personal credibility, leadership, confidence, and an understanding of other people's perspectives and interests.

- **Motivating for Peak Performance** involves knowledge and skills in using motivational techniques such as job design, role clarification, reward systems and performance appraisal to motivate optimum subordinate performance.
- **Communicating Effectively** involves good presentation skills (verbal and written), careful listening, problem framing and use of presentation technologies.
- **Strategic Thinking.** Practicing Strategic Thinking in translating the vision to goals and strategies, and support their accomplishment through facilitation and leading change. It is the ability to link long-range visions and concepts to daily work, ranging from a simple understanding to a sophisticated awareness of the impact of the world at large on strategies and on choices.
- **Building Strategic Alliances** involves knowledge and skills to engage in internal and external stakeholder analysis and to negotiate agreements and alliances based on a full understanding of power and politics.
- **Organizational Commitment** is the ability and willingness to align one's own behaviour with the needs, priorities and goals of the organization, and to promote organizational goals to meet organizational needs. It also includes acting in accordance with organizational decisions and behaving with integrity.
- **Designing strategy and structure** involves knowledge and skills in the analysis of the environment, size of the organization, strategy and use of technology.

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:

- **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.
- **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.

- **Change leadership** is championing the achievement of intended, real change that meets the enduring vision of Indigenous self-determination in British Columbia. It involves collaboratively developing and implementing ideas to achieve positive change from anywhere in the BC Public Service. The change leader learns from other leaders and elders, models the vision and encourages members of the public service to commit to and champion the vision. The change leader inspires others into new ways of thinking and doing business. The change leader routinely energizes the change process and removes barriers to change.

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

BC Ombudsperson

*BC's Independent Voice for Fairness and
Accountability*