

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

### Context:

Reporting a Manager of Investigations, the Ombudsperson Officer impartially investigates complaints to determine whether public agencies have acted fairly and reasonably. The Officer holds delegated authority from the Ombudsperson under the *Ombudsperson Act* and the *Public Interest Disclosure Act* and operates within the boundaries of the delegated authority and in accordance with Office of the Ombudsperson policies. As a member of an investigative team, the Officer has discretion whether or not to investigate specific complaints, to pursue fair resolution of matters through consultation with the parties involved, or to determine whether the complaint is substantiated or not substantiated through a thorough investigation.

### Job Overview:

An Ombudsperson Officer investigates complaints about matters of administrative fairness and natural justice involving public agencies within the Ombudsperson's jurisdiction, ensuring investigations are conducted in a thorough, timely, fair, and impartial manner. 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.)

### Accountabilities:

- Analyzes complaints and identifies any issues of administrative unfairness that arise from the complaint.
- Develops and implements investigative plans.
- Collects and analyzes relevant information and evidence.
- Evaluates the application of laws, regulations and policies in the circumstances raised by a complaint.
- Consults with complainants, authorities and Office staff to effectively achieve administratively fair and reasonable complaint resolutions.
- Prepares reports that set out investigative conclusions.
- Prepares correspondence and draft reports for the Ombudsperson's consideration and decision.
- Informs the Manager of Investigations of complaints which appear sufficiently complex to engage the Manager's involvement in developing a strategy to address the matter.
- Maintains and manages complaint files using an electronic case tracking system.

- Contributes to the Ombudsperson reports to public agencies, Cabinet and the Legislative Assembly, as well as in the preparation of the Office's Annual Report and other reports, as required.
- Promotes public awareness of the role of the Office of the Ombudsperson.

## Qualifications and Competencies:

### Education and Experience:

- University degree in a related discipline.
- Minimum of 2 years of experience including 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.

### Knowledge, Skills and Abilities:

- Knowledge and understanding of the principles of administrative fairness and natural justice.
- Knowledge of the Ombudsperson Act as well as the Office of the Ombudsperson and the environment in which it operates.
- Knowledge of the organization and structure of government and the interrelationship of law, policy and practice.
- Ability to impartially conduct investigations.
- Ability to effectively manage a caseload to deliver timely results, using an electronic case tracking system.
- Ability to reference and interpret complex legislation, regulations, policies and practices to assist in determining an appropriate course of action.
- Ability for self-control when provoked, faced with opposition or hostility, or when working under stress.
- Ability to exercise discretion in the approach to problems and people.
- 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:

- **Problem Solving and Judgement** 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.

- **Teamwork and Cooperation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- **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.
- **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.

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