

TITLE: Executive Director, Monitoring	CLASSIFICATION: Band 5
POSITION NUMBER: 00118464	SUPERVISOR TITLE: Deputy Representative for Operations

About the Office of the Representative for Children and Youth

The Representative for Children and Youth (RCY) is an independent officer of the B.C. Legislature and works to influence positive change to B.C.'s child, youth and young adult-serving system. The *Representative for Children and Youth Act* (the Act) provides that the Representative is to:

- Support, assist, inform and advise children, youth and their families who need help in dealing with public bodies that provide designated services
- Support, assist, inform and advise young adults and their families who need help in dealing with CLBC or are receiving, or eligible to receive, services under the Agreements with Young Adults or Tuition Waiver Programs
- Monitor, review, audit and conduct research regarding designated services
- Review, investigate and report on certain child deaths and critical injuries relating to children in care or children and youth who have been receiving reviewable services
- Report to the Legislative Assembly, the Select Standing Committee on Children and Youth and the public through annual and special reports about the effectiveness and responsiveness of designated services and recommendations for their improvement.

The work of the RCY is undertaken by approximately 70 team members working out of offices in Victoria, Burnaby and Prince George. As a rights-informed organization, we are guided by the United Nations Convention on the Rights of the Child (UNCRC), the United Nations Declaration of the Rights of Indigenous Peoples (UNDRIP), and the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).

Given RCY's commitment to rights, advocacy, and child and youth well-being, we are actively identifying, recommending and advocating for ways to:

- Reduce the overinvolvement of the child welfare system in the lives of First Nations, Métis, Inuit and urban Indigenous children and youth and their families
- Reduce the number of children and youth in government care and living away from their families and communities and enhance family and community capacity to care for and support children, youth and young adults
- Improve the quality and effectiveness of the designated services provided to the children, youth and families who are being served by the Ministry of Children and Family Development, Delegated Aboriginal Agencies and other public bodies

- Inspire and support child and family-serving systems to become more culturally aware and to deliver culturally appropriate services

To achieve this, the RCY is engaged in both internal and external relational work. Within RCY we are committed to becoming a culturally safer organization and integrating Indigenous ways of knowing and being into our daily practice. We are also supporting all staff to develop a critical understanding of the history of Indigenous Peoples within the nation now known as Canada and the impact of colonization on the contemporary experience of children, youth, families and communities, and on current systems, structures and politics.

External relations are also critical to RCY's success. The RCY is committed to engaging a wide array of stakeholders, including public bodies, research institutes, service providers and First Nations, Métis, Inuit and urban Indigenous leadership and organizations. These relationships assist the RCY to discern key issues and concerns and highlight opportunities to improve the experience of and outcomes for children, youth and young adults in need of supports and services.

JOB OVERVIEW

Reporting to the Deputy Representative for Operations and participating as a member of RCY's Executive Team, the Executive Director (ED), Monitoring leads the functions of research, monitoring, evaluation, and quality assurance for the RCY. The ED leads a team of between 10 and 12 professional staff, including graduate students, and contributes to the work of other RCY teams with respect to identification of systemic issues, project design, data collection, research and evaluation, analysis, report writing, audits and monitoring of RCY recommendations.

ACCOUNTABILITIES

Program leadership

- Lead research, monitoring, evaluation, and quality assurance activities and projects in relation to the Ministry of Children and Family Development, Delegated Aboriginal Agencies and other public bodies' provision of designated services¹ for children and youth, for the purposes of:
 - Monitoring responsiveness, accessibility, relevance and effectiveness of services
 - Measuring and evaluating performance in the provision of services
 - Reviewing quality assurance activities such as practice audits, case reviews, complaint resolution processes and training of designated workers
 - Recommending improvements to designated services.

¹ "Designated services" include: services or programs for children and their families under the *Adoption Act*, *Child Care BC Act*, *Child Care Subsidy Act*, *Child, Family and Community Services Act*, *Community Living Authority Act*; and the *Youth Justice Act*. They also include early childhood development and child care services, mental health services for children, services for youth and young adults during their transition to adulthood and additional prescribed services or programs.

- Lead development and implementation of monitoring, research and evaluation frameworks, performance measures, tools and techniques to facilitate information gathering and analysis of performance and outcomes of designated services.
- Identify and facilitate opportunities to integrate Indigenous research methodologies and ways of knowing and being into RCY's monitoring, research and evaluation activities and special projects.
- Lead major projects, initiatives, reviews, working groups and communications initiatives to identify critical service delivery, practice and policy issues affecting the quality of designated services to children and youth; ensure that project and initiative design, methodology, research practices, analysis and presentations are thoughtful, informed, culturally attuned, ethical, and comprehensive and that the results promote substantive improvements to designated services.
- Direct special investigations of systemic and high-profile issues concerning designated services for children and youth.

Organizational leadership and support

- Promote the adoption of legislation, policies, standards, programs and practices to protect the rights and advance the well being of children, youth and their families.
- Identify opportunities for RCY to ethically and meaningfully centre the lived experience and expertise of children, youth and families that are receiving or eligible for designated services, to ensure that their voices inform RCY's strategic priorities, projects, reports and recommendations.
- Identify opportunities to enhance RCY teams' capacity to undertake trauma informed and restorative monitoring and research activities.
- Provide guidance on and support implementation of RCY's ethics framework and reviews.
- Lead the development of RCY's corporate quality assurance and quality improvement practices, including the development of performance measures and evaluation frameworks that align with the strategic priorities and goals of the Office; assess performance and recommend alternative and corrective measures to Executive.
- Lead and contribute to initiatives designed to improve the quality, accessibility and stewardship of RCY data for the purposes of enhancing RCY's capacity to identify and describe systemic patterns and issues.
- Monitor, assess and prepare reports on the implementation of recommendations made to public bodies by the RCY.
- Assist the Deputy Representatives in the development, implementation and monitoring of RCY's strategic plan, including informing planning processes and the development of measurement and reporting tools and standards.
- In collaboration with the Communications team, lead the development of RCY's annual report and service plan, to ensure it reflects approved strategic directions and achievements.

- Build, maintain and model collaborative planning and working relationships with other RCY Executive Directors to ensure alignment with and achievement of strategic priorities, goals and objectives.
- Develop, implement and guide an RCY strategy to identify systemic issues, including gathering and analyzing data and recommending action.

Program management

- Develop, monitor and report on the progress of the Monitoring Team's operational plan.
- Direct workload planning, recruitment, training, supervision and development of professional staff; conduct performance reviews and lead staff development initiatives.
- Develop and implement strategies to recognize and respond to the inherent daily workplace challenges associated with difficult and at times tragic circumstances involving children, youth and young adults.

External relations

- Build relationships with other research bodies within BC and Canada, to foster research awareness, collaborations and the dissemination of findings and knowledge to improve designated services.
- Lead or participate in multi-agency/sectoral committees and working groups, to analyze and comment on legislative, policy or program initiatives, and develop frameworks for cooperative working relationships.

JOB REQUIREMENTS

Education and related experience

Professional or graduate degree in a relevant discipline such as social work, child and youth care, child rights, law, public administration, public health, Indigenous governance, education or program evaluation with an emphasis on children and youth.

Considerable and recent experience in a senior management role including:

- Leading practice, research and/or program evaluation for designated services as defined by the *Representative for Children and Youth Act*.
- A superior track record in designing and leading complex and sensitive program and/or policy planning, monitoring, research or evaluation projects and producing major papers and reports.
- Designing, guiding or facilitating strategic and other planning processes.
- Leading a complex program, including policy and procedure development and human resources.

- Strong people management skills including daily management, mentorship and development of professional staff.
- Engaging multiple program areas or departments to work collaboratively and successfully.
- Dealing with demands, priorities and issues management in a public and/or social services sector environment.
- Establishing strategic and collaborative relationships with a variety of stakeholders within the public and/or social services sectors, including senior level professionals and academics in British Columbia and other jurisdictions.
- A superior track record managing sensitive and complex issues with First Nations, Metis, Inuit and urban Indigenous leadership, communities, groups, administrations and networks, including with children, youth, young adults and families.
- Demonstrated ability to apply an understanding of the impacts of colonization and the principles of reconciliation in relation to the provision of social services.
- Writing clear, concise reports, research papers, briefing notes, presentations, and other materials that effectively convey complex issues to a public audience that includes policy makers in Ministries and authorities, service providers, community partners, funders and the general public.

Knowledge, skills and abilities

- Exceptional knowledge of program and policy analysis and research and evaluation methodologies.
- Exceptional knowledge of the legislation, policies and procedures, service delivery and practices associated with child and youth service areas designated in the *Representative for Children and Youth Act* and the related infrastructure of programs and support services for children and youth in British Columbia.
- Excellent writing and editing skills, computer skills and verbal communications skills.
- Ability to manage financial resources to achieve organizational goals and objectives.
- Excellent interpersonal skills.
- Demonstrated ability in leading and implementing complex service reviews through all phases of the project management life cycle within accepted ethical and performance standards and deliverables.
- Skills in the area of strategic planning, policy analysis, project management, evidence-based research, and strong practices regarding services for children and youth
- Sound project and process management skills.

Please note that applicants must be able to successfully meet RCY security screening requirements which include a criminal record check and *Criminal Records Review Act* (CRRRA) check.

COMPETENCIES

Indigenous-centered service approach is a desire to serve Indigenous people, focusing one's efforts on understanding their interests in order to increase the quality of the service and produce better outcomes.

Cultural agility is the ability to work respectfully, knowledgeably and effectively with Indigenous people.

Strategic Orientation 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.

Solving Problems Creatively involves knowledge and skills in fostering creative problem solving in the organization through critical reflection, problem analysis, risk assessment and rewarding innovation.

Building Team Orientation involves knowledge and skills in developing group identity, participative decision making and open and effective communication.

Vision and Goal Setting involves knowledge and skills in establishing official and operative goals for the organization/units and to establish a system of measuring effectiveness of goal attainment.

Listening, understanding and responding is the desire and ability to understand and respond effectively to other people from diverse backgrounds.

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

For more information on competencies, see:

[Competencies in the BC Public Service](#)
[BC Public Service competencies list](#)
[Indigenous relations behavioural competencies](#)