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| TITLE: Research Officer, Monitoring | CLASSIFICATION: Band 2 |
| POSITION NUMBER(S): Multiple | SUPERVISOR TITLE: Manager, Monitoring |

JOB OVERVIEW

The Representative for Children and Youth, an independent officer of the B.C. Legislature, works to influence positive change to B.C.'s child-, youth- and young adult-serving system. The Representative's Office provides advocacy support to people dealing with the service system and advocates directly on behalf of children, youth and young adults, monitors and reviews government services to children and youth and reviews and sometimes investigates deaths and critical injuries of children and youth who are receiving services.

A top priority for RCY is to identify, recommend and advocate for ways to reduce the number of Indigenous children and youth in government care, and to improve child welfare and other designated services to those Indigenous children and families who come into contact with the Ministry of Children and Family Development and/or Delegated Aboriginal Agencies. To achieve this, RCY is committed to becoming a culturally aware and agile organization; integrating Indigenous ways of knowing and being into our daily practice; and ensuring that our work highlights concerns with and opportunities to improve the experience of and outcomes for Indigenous children and youth in need of services. RCY will support all staff to develop a critical understanding of the history of Indigenous Peoples within Canada and the impact of colonization on the contemporary experience of children, youth, families and communities and on current systems, structures and politics.

The Research Officer conducts quantitative and qualitative research and uses a variety of methodologies to support policy analysis and conduct ongoing monitoring and the review and audit of programs and issues impacting the well-being of children and youth who receive government services. The Research Officer prepares written reports, briefing notes, presentations and other materials and provides technical and analytical support including statistical and qualitative data analysis. The Research Officer identifies and reports on key socio-economic trends and indicators and contributes to recommendations regarding policy, practice and child and youth well-being.

ACCOUNTABILITIES

- Conducts quantitative and qualitative research and carries out data analysis related to vulnerable children and youth using a variety of research methodologies and techniques
- Provides technical data support, such as collecting, maintaining and analyzing administrative and socio-economic data sets, and ensures data accuracy and integrity

- Identifies and collects qualitative and quantitative data from established information sources, pursues new information sources, or collects primary data relating to issues affecting children and youth receiving government services
- Designs and implements surveys, facilitates focus groups and conducts individual interviews
- Reviews and verifies the value and accuracy of information, and identifies relationships, differences and anomalies in information sources
- Conducts literature reviews and jurisdictional scans. Summarizes literature and research findings to support the development of reports and recommendations on a variety of child and youth health and well-being topics
- Reviews relevant government plans, policies and standards and compares them with results of RCY research, literature reviews and/or jurisdictional scans to identify opportunities for system improvement
- Reviews and critically analyzes research studies conducted by ministries, research institutes, and jurisdictions to support evaluation of, and recommendations for improving, policies, practices, and services to children and youth. Identifies emerging issues and trends related to services to children and youth and their families and recommends options for improving child and youth outcomes
- Conducts qualitative and quantitative data analysis. May create tables and graphs involving demographic, economic, social, political and risk-related factors
- Contributes to the development and writing of reports and produces briefing notes, presentations and other materials for RCY internal and external use, including reviews of research evidence
- Translates and disseminates knowledge through presentations, regular reporting on key trends and written documents to inform and improve policy and practice
- Conducts research for the purpose of assessing maturity of quality improvement within designated service systems
- Liaises with external stakeholders regarding RCY requests for data and other research
- May act as subject matter lead in one or more areas of expertise and provide advice to the Executive Director, Monitoring & Strategic Initiatives and Executive on these areas. Subject matter leads maintain current knowledge of relevant research, policy, academic literature, stakeholders and initiatives, and may also represent RCY on relevant committees or working groups

JOB REQUIREMENTS

Education/Experience

A graduate degree in Social Sciences or relevant discipline (e.g., Social Work, Psychology, Public Administration, Sociology, Health Information Science, Economics, Child and Youth Care, etc.).

A minimum of three years' work experience including:

- Qualitative research and analysis (e.g., interviews, focus groups, ethnographic research, participatory research and document analysis).
- Quantitative data collection and analysis (e.g., survey data, administrative data, and statistical tests and procedures).
- Practice, research and/or program evaluation experience with services for vulnerable children, youth, young adults and families.
- Applying Indigenous research methodologies in research projects.
- Experience working with databases, spreadsheets, and/or statistical software.
- Experience working with administrative data from public services.
- Experience researching and writing literature and/or jurisdictional reviews.
- Writing clear, concise reports, research papers, briefing notes, presentations, and other materials that disseminate complex issues to a public audience that includes provincial government policy makers, service providers, community partners, and the general population.

Knowledge, Skills and Abilities

- Ability to develop and apply quantitative and/or qualitative research procedures, methodologies and techniques.
- Ability to conduct quantitative data analysis, interpret key trends and findings, and present information clearly and concisely in various formats (e.g., graphs, tables, reports, etc.).
- Ability to conduct qualitative analyses, identify key themes, and present information clearly and concisely in various formats (e.g., tables, reports, etc.).
- Ability to collate and manage data sets in Excel and/or Access.
- Ability to evaluate and critique various sources (e.g., research literature, government reports, etc.) such as critiquing the research design and methodology and identifying any limitations or caveats to be considered.
- Ability to prepare and deliver appropriate, clear and concise oral/written communications for a wide variety of audiences.
- Ability to handle multiple tasks and timelines and produce results in a fast-paced environment.
- Ability to manage and meet multiple deliverables with competing deadlines.
- Ability to meet and deal effectively with internal and external colleagues, and external agencies.
- Ability to work with minimal supervision, independently and as a member of a multi-disciplinary team.
- Strong writing, communication, and interpersonal skills.
- Skill in statistical software (e.g., SPSS, Eviews, Stata, etc.), qualitative analysis software (e.g., NVivo, Dedoose, etc.) and Microsoft Office (Word, Excel, Access, PowerPoint, Outlook).

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

Preference may be given to Indigenous applicants.

COMPETENCIES

- **Indigenous-centred service approach** is a desire to serve Aboriginal 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 Aboriginal people.
- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues.
- **Conceptual Thinking** is the ability to identify patterns or connections between situations that are not obviously related, and to identify key or underlying issues in complex situations.
- **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.
- **Initiative** involves identifying a problem, obstacle or opportunity and taking appropriate action to address current or future problems or opportunities.
- **Results Orientation** is 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).
- **Listening, understanding and responding** is the desire and ability to understand and respond effectively to other people from diverse backgrounds.
- **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.

For more information on competencies, see:

[About Competencies - Province of British Columbia](#)

[Indigenous Relations Behavioural Competencies - Province of British Columbia](#)