



<b>TITLE: Investigations Analyst</b>	<b>CLASSIFICATION: Band 2</b>
<b>POSITION NUMBER: Multiple</b>	<b>SUPERVISOR TITLE: Manager - Systemic, Reviews and Investigations</b>

### JOB OVERVIEW

The Representative for Children and Youth (RCY), 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 child and youth 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 investigates selected deaths and critical injuries of children and youth who are receiving services.

Two interconnected priorities for RCY are to: 1) identify, recommend and advocate for ways to reduce the number of First Nations, Métis, Inuit and urban 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; and 2) meaningfully, ethically and sustainably engage with children, youth, young adults and the community members who care about and for them to enhance RCY's understanding about their lived and living experience, especially with systems of care.

To support these priorities, RCY is committed to becoming a more 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 First Nations, Métis, Inuit and urban Indigenous children and youth in need of services. RCY supports all staff to develop a critical understanding of the history of First Nations, Métis, Inuit and urban 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. Meaningful relationships with Indigenous leaders, young people, organizations and communities are of vital importance to RCY.

In addition, RCY is committed to centring and amplifying the voices and lived and living experience of children, youth and young adults who are or have engaged with B.C.'s child, youth and family serving systems.

The Investigations Analyst reports to the Manager – Systemics, Reviews and Investigations. The Investigations Analyst reviews and analyzes critical injury and death reports for children and youth receiving reviewable services (services or programs under the *Child, Family and Community Service Act*, the *Youth Justice Act*, and mental health and addictions services). The Investigations Analyst researches, analyzes and summarizes information from a variety of sources in complex systems and produces written reports, briefing notes, data summaries, presentations and other materials. The Investigations Analyst conducts quantitative and qualitative analysis on data with respect to critical injuries and deaths of children and conducts aggregate reviews and literature reviews related to recurring themes. The Investigations Analyst works closely with Investigators and may also assist with formal investigations as assigned. Excellent written and verbal communication skills are essential to this position.

## **ACCOUNTABILITIES**

- Reviews a large volume of critical injury and death reports received by service providers and the Coroner, including full file reviews of selected injuries and deaths
- Collects and analyzes data
- Conducts research, employing different research methodologies
- Meets required timelines for reviews, research and project-based work
- Designs research projects with RCY managers and staff, liaising with stakeholders, academic researchers, Indigenous communities, government staff and other internal agencies and staff
- Creates briefing documents for RCY management using various data sources
- Responds to research requests from RCY management
- Produces written and oral reports and summaries for the RCY's internal and external use, including those based on reviews of research evidence
- Keeps up to date with developments in policy and social issues and qualitative, quantitative and Indigenous research methods relevant to the work of the Office
- Presents papers at meetings, conferences and symposia
- Supports Investigations by conducting investigative interviews, managing witnesses, preparing interview plans, taking evidence under oath, and analyzing information gathered
- Participates in cross-RCY program area projects and activities as needed.
- Performs various related duties as assigned.

## **JOB REQUIREMENTS**

### **Education and related experience**

A Bachelor's degree in social sciences or a related discipline (e.g. Health Sciences, Child and Youth Care, Social Work, Psychology, Criminology or Law) is required. An equivalent combination of education and experience may be considered if the degree is not in a related discipline.

A minimum of two years' relevant experience, which includes:

- Conducting qualitative and quantitative research
- Gathering evidence
- Data collection and management
- Analyzing, synthesizing and summarizing data
- Managing multiple projects with tight deadlines
- Writing clear, concise reports, research papers, briefing notes, presentations, and other materials that describe complex issues for both internal and external use (provincial government policy makers, service providers, community partners and the general public)
- Conducting literature and jurisdictional reviews
- Generating findings and recommendations based on evidence
- Working in complex, multi-level systems where policy and practice (macro), service delivery (micro), and legislation and intersect.
- *Preference may be given to applicants with experience working with children and families who have received child welfare services, family services, guardianship services, child and youth special needs services, adoption services, youth justice services and/or child and youth mental health and substance use services*
- *Preference may be given to applicants with more, or more recent, experience.*

## **Knowledge**

- Knowledge of quantitative and qualitative methods
- Knowledge of research methodologies and methods
- Understand the principles of OCAP (<https://fnigc.ca/ocapr.html>) and how these may apply to the Representative's work
- Knowledge of databases and word processing applications
- Knowledge of prudent data collection, storage, and analysis
- A critical understanding of why social inequities exist, intersectionality, power analyses, colonialism, and an ability to be reflexive as a researcher
- Knowledge of First Nations, Métis and Inuit peoples and child welfare issues within a decolonizing framework
- Knowledge of child and youth services related to child welfare, child and youth mental health and/or substance use issues, youth justice, children and youth with special needs, Indigenous Services for children and youth, adoption services, education, social services and child development.

## Skills and Abilities

- Ability to be part of a team as lead and/or support through all phases of the project management life cycle
- Ability to conduct literature reviews, inter-jurisdictional comparisons and/or academic research
- Superior ability to write and present clear, concise reports, research papers, briefing notes, presentations, and other materials that highlight themes, identify trends or address complex issues for diverse internal and external audiences including the RCY executive team, other RCY teams, provincial government policy makers, service providers, community partners, and the general population
- Particular attention to accuracy and detail when imputing and coding data
- Ability with policy analysis, project management, evidence-based research, and best practices regarding services and outcomes
- Skills in the Microsoft Office suite including Word, Outlook, PowerPoint and Excel
- Ability to build relationships and form external and/or internal collaborative partnerships.

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.

## COMPETENCIES

- **Indigenous-centered service approach** is a desire to serve Indigenous peoples, 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 peoples.
- **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. It may include "digging" or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental "scanning" for potential opportunities or miscellaneous information that may be of future use.
- **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.
- **Flexibility** is the ability and willingness to adapt to and work effectively within a variety of diverse situations and with diverse individuals or groups
- **Impact and 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.

- **Integrity** refers to actions that are consistent with what one says are important, and that welcome openness and honesty even in difficult situations
- **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. It includes using creative, conceptual or inductive reasoning or thought processes that are not necessarily categorized by linear thinking.
- **Planning, Organizing and Coordinating** involves proactively planning, establishing priorities and allocating resources.
- **Problem Solving and Judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.
- **Relationship Building** is working to build or maintain ethical relationships or networks with people who may be helpful in achieving work-related goals
- **Self Control** is the ability to keep one's emotions under control when provoked, or when working under continuing stress
- **Communicating effectively** involves good presentation skills (verbal and written), careful listening, problem framing and use of presentation technologies.
- **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. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Listening, understanding and responding** is the desire and ability to understand and respond effectively to other people from diverse backgrounds.

**For more information on competencies, see:**

[BC Public Service competency resource page](#)  
[Indigenous relations behavioural competencies](#)