



TITLE: Manager – Investigations, Reviews and Investigations	CLASSIFICATION: Band 3
POSITION NUMBER: 00116187	SUPERVISOR TITLE: Executive Director, Reviews and Investigations

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 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 all injuries and deaths reported, and further reviews and investigates selected deaths and critical injuries of children and youth who are receiving services.

A top priority for the 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 encounter 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.

The Manager- Investigations supervises several staff of the Reviews and Investigations team, including hiring, training, performance management, staff development, leave, and expense approvals.

Reporting to the Executive Director, the Manager- Investigations is responsible for overseeing the comprehensive review process and the investigations process to ensure the timely and effective production of high-quality individual review reports and investigation reports. This oversight role includes ensuring the appropriate application of policies and procedures, mentoring and training, and performance management of professional staff. The Manager - Investigations oversees the comprehensive review process from the point of identification of a case through to completion of the review, as well as ensuring an appropriate post-review process is implemented. The Manager – Investigations is also responsible for overseeing the investigations process from the point of development of a detailed investigation plan through to the final investigation report, including recommendations development. The Manager – Investigation also identifies and recommends quality improvement strategies.

The Manager - Investigations will provide the Executive Director and other RCY Executive with expertise in investigation and review methodologies and subject matter expertise across reviewable and designated services.

The Manager - Investigations collaborates closely and on an ongoing basis with the Manager – Systemic and the Manager – Data.

ACCOUNTABILITIES

- Manages a staff with diverse skills and backgrounds including hiring, training, performance management, work assignments, staff development, leave, and expense approvals
- Ensures effective management of Reviews and Investigations practice and overall staff performance through staff development plans and individual supervision and consultation
- Identifies human resources and other operational issues to the Executive Director, recommending options to address and resolve issues
- Analyzes program needs, participates in program area planning and recommends/implements innovative procedures, practices, standards and policies
- Oversees the comprehensive review process
- Oversees the investigations process
- Assigns and oversees Briefing Notes
- Ensures team performance standards are maintained
- Manages and updates the RCY legal opinion database
- Manages and updates the RCY Review and Investigations training manual in collaboration with the senior team.
- Provides consultation, support, and advice to team members on reviews and investigations including to evaluate services and identify issues relating to effectiveness/responsiveness of reviewable services under the *Representative for Children and Youth Act*
- Liaises with external stakeholders, including community members, MCFD, and the Coroner's Office
- Provides advise and support to the Executive Director and RCY Executive
- May act for the Executive Director during periods of absence
- May directly conduct high profile or priority comprehensive reviews as required
- 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
- Participates in cross-RCY program area projects and activities as needed
- Performs various related duties as assigned or required

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, Anthropology 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 three years' relevant experience, which must include:

- Leading complex investigations or projects involving the analysis of numerous sources of information, interpretation of legislation and policy, stakeholder consultation, and coordination of staff resources
- Providing advice, mentorship, and consultation to staff.
- Critically assessing qualitative and quantitative research and evaluating complex issues
- Managing multiple, complex projects requiring client and/or stakeholder consultation and involvement

Preference may be given to applicants with the following:

- Preference may be given to Indigenous applicants
- Experience working with the child serving system (family service, guardianship, mental health, special needs, adoption, youth justice and child protection)
- Experience working with Indigenous communities
- Direct supervisory experience

Knowledge, Skills, and Abilities

- Excellent written and oral communication skills
- Knowledge of supervision and leadership strategies and principles, and supervision skills and abilities.
- Knowledge of relevant law, policies, practices and issues related to oversight of child and youth serving systems
- Thorough and detailed knowledge of the principles/techniques of investigation
- Knowledge of electronic information and case management systems
- Demonstrated knowledge of social policy issues and the challenges in delivering public services in B.C.
- Knowledge of research methodologies and methods
- Knowledge of prudent data collection, storage, and analysis
- 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
- Ability to be part of a team as lead and/or support through all phases of the project management life cycle
- 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
- 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 (CRRRA)* 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.
- **Developing Others** – Fostering the long-term learning or development of others through coaching, managing performance, and mentoring. Expressing positive expectations, giving reasons and support for learning, and giving feedback to encourage.
- **Holding People Accountable** – Setting high standards of performance and holding people accountable for results and actions. Involves clear expectations with basic directions, clear and consistent goals, expecting high performance, holding accountable for performance, and taking effective action on performance including recognition of work well done and acting to improve performance where needed.
- **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
- **Planning, Organizing and Coordinating** involves proactively planning, establishing priorities and allocating resources.
- **Leadership** implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The "team" here should be understood broadly as any group with which the person interacts regularly.

For more information on competencies, see:

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