



TITLE: Administrative Assistant, Advocacy and First Nations, Métis and Inuit Relations	CLASSIFICATION: Clerk 11 (under review)
POSITION NUMBER: 00096029	SUPERVISOR TITLE: Executive Director, Advocacy and First Nations, Métis and Inuit Relations

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 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 Administrative Assistant coordinates administrative services to support the Advocacy and First Nations, Métis and Inuit Relations (FNMIR) program areas. The position provides general administrative services and has special responsibilities to support Indigenous community relations and strategies and project coordination for Advocacy and First Nations, Métis and Inuit Relations.

ACCOUNTABILITIES

- Coordinates administrative services to support the Executive Director and Managers of Advocacy, First Nations and Métis and Inuit Relations program areas
- Establishes project management guidelines, procedures and templates and maintains project management tracking systems for various projects
- Prepares/finalizes Section 10 requests and other correspondence and prepares or approves non-routine correspondence
- Develops, implements, and updates procedures and standards for the program area
- Provides support to human resources and payroll, particularly around onboarding of new staff. Performs leave management functions for the program
- Provides back-up to the Coordinator, Executive Services, for breaks, lunches, vacation and flex days, responding to enquiries via email or in-person regarding the mandate and services of the Office. Provides back-up support to other administrative positions within the organization as needed
- Types, formats and proofreads a variety of documents and materials such as memos, presentation materials, graphs, flow charts, tables, reports, briefing notes, correspondence and spreadsheets from drafts or hand-written notes using tools such as Word, Excel, PowerPoint and Outlook
- Maintains calendar for Executive Director of Advocacy and First Nations, Métis and Inuit Relations and makes travel arrangements, arranges meetings and prepares resource materials for meetings and appointments
- Supports Intake and Community Relations with the management of SWAG and protocol giftware
- Provides financial support for the program area including monitoring expenditures, preparing business expense forms and ensuring required approvals are obtained, and reconciling purchase card expenditures
- Schedules meetings, makes necessary arrangements (e.g., prepares business expense approvals, coordinates meeting dates and locations, required equipment, and catering), prepares agendas with pertinent background information, tracks action items, takes and distributes minutes as required
- Gathers, compiles and summarizes information required by program staff such as resource lists and community contact lists
- Attends or participates in online or in-person community events and workshops to manage logistics, take notes and follow up on commitments

- Supports the creation and care of connections with Indigenous youth, families and communities
- Assists staff with BC Public Service policies, procedures, forms and tools, including iExpense, business expense approvals, travel approval forms, etc.
- Sets up and maintains the records management system for the programs, ensuring the proper storage, retrieval and disposal of program area records
- Manages correspondence in CLIFF by creating, referring, updating, importing appropriate documentation and closing logs
- Analyzes correspondence and may draft initial responses using standard templates and language, and researches contact and/or background information as requested
- Proofreads correspondence, ensuring the response is clear, concise and messaging is consistent, and that the tone and format meet organizational standards
- Willingness to learn various technologies/platforms, and then share the learned expertise with colleagues
- Other duties as required.

JOB REQUIREMENTS

Education and related experience

Secondary school graduation or equivalent.

One to three years' relevant work experience, including:

- Providing administrative coordination including at the Executive level
- Applying project management tools and techniques
- Responding to the public, including children, youth and adults who may be in distress and require immediate assistance
- Maintaining confidentiality when dealing with sensitive information
- Coordinating community events, workshops and/or meetings
- Interpreting and applying B.C. Public Service or other established financial policies and procedures, including travel and expenditure control and the use of reporting and control mechanisms such as iExpense
- Managing an electronic calendar for senior management or Executive, including booking and updating meetings and appointments
- Working with CLIFF correspondence tracking system or similar databases
- Applying records management policies and procedures, such as ARCS & ORCS
- Working at an advanced level with Microsoft Office suite, as well as other platforms including Skype, Zoom and Microsoft Teams.

PREFERENCES

Preference may be given to Indigenous applicants. To assist us with screening, please ensure your application clearly indicates that you self-identify as an Indigenous person.

Additionally, **preference may be given** to candidates with:

Post-secondary training, such as project management, business or public administration or community development

BC Public Service work experience

Demonstrated experience working with Indigenous communities, organizations and/or directly with Indigenous children and youth.

Knowledge, skills and abilities

- Understanding of Indigenous worldviews, practices, and protocols
- Basic knowledge of child rights
- Knowledge of the child-serving system in B.C. and related legislation
- Excellent communication skills in order to respond to telephone or in-person inquiries from the public, including those who may be upset, in distress or angry, or those with communication challenges
- A calm, professional manner, including the ability to appropriately manage stressful situations, and to handle complex, confidential and sensitive matters that may be difficult to hear
- Excellent writing and editing skills, computer skills and verbal communications skills
- Excellent ability to time manage and multi-task
- Knowledge of project management principles and practices and experience providing project management and coordination services
- A high degree of integrity and the ability to maintain discretion in a politically sensitive and complex working environment
- Strong team skills with the ability to take individual initiative
- Exceptional organizational skills, the ability to construct or adapt systems for efficiency, and to anticipate and respond to the needs of program area staff
- Flexibility to handle stress and work under pressure while meeting tight deadlines
- Creative thinker with highly developed problem-solving skills and a strong attention to detail
- Knowledge of popular social media platforms such as Twitter, Facebook, YouTube and Instagram.

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.

Travel may be required for this position.

COMPETENCIES

- **Listening, Understanding and Responding** is the desire and ability to understand and respond effectively to other people from diverse backgrounds.
- **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.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations and non-government organizations.
- **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.
- **Planning, Organizing, and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans.
- **Flexibility** is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups.
- **Problem-Solving and Judgment** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.
- **Indigenous-centred service approach** is the 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 Aboriginal people.

For more information on competencies, see:

[Competencies for Interviews & Hiring - Province of British Columbia](#)
[Indigenous Relations Behavioural Competencies - Province of British Columbia](#)