

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

ORGANIZATIONAL CONTEXT

The Representative for Children and Youth (RCY), an independent and non-partisan officer of the B.C. Legislature, works to influence positive change to B.C.'s child-, youth- and young adult-serving systems. Working under the authority of the *Representative for Children and Youth Act and Regulations*, 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 for children and youth and reviews and sometimes investigates deaths and critical injuries of children and youth who are receiving services.

RCY functions within a complex and dynamic socio-cultural, legislative and practice context. Drawing on multiple sources of information and knowledge, RCY continually assesses and identifies opportunities to inform and advocate for improvements to the child-, youth- and young adult-serving systems and establishes strategic priorities and takes action accordingly.

Two interconnected priorities for RCY are 1) to 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, Indigenous Child and Family Service Agencies and other public bodies, and 2) to meaningfully, ethically and sustainably engage with children, youth, young adults, and the family and community members who care about and for them, toward enhancing 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 and bright spots. Through this, RCY identifies 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 lifting up the voices and lived and living experience of children, youth, families and young adults who are or have engaged with B.C.'s child-, youth- and family-serving systems.

Reporting to the Executive Director, the Manager, Reviews and Investigations helps to lead and guide the work of the Reviews and Investigations (R&I) team, including reviewing reportable circumstances (critical injuries and deaths) among B.C. children and youth who receive reviewable government services, overseeing the development of comprehensive reviews, leading investigations, and leading the preparation of public reports, including the development of recommendations.

The manager brings a strong frontline lens to the team, ensures the appropriate application of policies and procedures, and provides thought leadership to ensure the teams' work is trauma informed and culturally safer. The manager supervises several staff and is responsible for hiring, on-boarding and training, performance management, leave, and expense approvals. The manager is experienced in using coaching approaches to mentor staff and support their wellbeing and development. The manager collaborates closely across the RCY as a member of the leadership team and supports the Executive Director and other RCY Executive with expertise in investigation and review methodologies, and knowledge of the child welfare, mental health and substance use systems. The manager also identifies and recommends quality improvement strategies.

ACCOUNTABILITIES

Leadership

- Contributes to thought leadership in the ongoing strategic and operational work of the R&I team
- Provides recommendations, expertise, and support to the Executive Director and RCY Executive
- Manages and supports the work of the R&I team, including the review of incoming reportable circumstances, developing comprehensive reviews and conducting investigations, as needed
- Supports the development of team culture that is grounded in the 6R's of Relationship, Respect, Responsibility, Responsiveness, Reciprocity and Repair
- Leads and manages special projects that may lead to public reports
- Works collaboratively across RCY teams and with clients/partners to achieve RCY goals
- Develops and maintains strong, collaborative relationships with external clients, and partners, including First Nations, Métis, Inuit and Urban Indigenous partners
- Analyzes program needs, participates in program area planning and recommends/implements innovative procedures, practices, standards and policies
- May act for the Executive Director during periods of absence

People Management

- Manages and supervises staff with diverse skills and backgrounds including hiring, on-boarding and training, staff development and performance management, work assignments, leave and expense approvals

- Promotes a positive team culture, and uses coaching and mentorship approaches to support staff and team wellbeing/development
- Supports staff and implements strategies to recognize and respond to the inherent daily workplace challenges associated with difficult, and at times tragic, circumstances involving children and youth
- Identifies human resources and other operational issues to the Executive Director, recommending options to address and resolve issues

Program Management

- Oversees complex and sensitive reviews and investigations and ensures that they are undertaken in ways that are highly ethical, trauma aware, culturally attuned and responsible to the children, youth, families and communities affected
- May directly conduct high profile or priority comprehensive Reviews and Investigations as required
- Ensures effective management and leadership of Reviews and Investigations practice
- Oversees the preparation of briefing notes, written/oral reports and summaries for the RCY's internal and external use, including those based on reviews of research evidence
- Ensures team performance standards are maintained
- Manages and updates the RCY Reviews and Investigations training and policy/procedure manual in collaboration with the senior leadership team, and ensures all staff have completed training
- Provides expertise, guidance and support to team members related to the effectiveness/responsiveness of RCY reviewable services under the *Representative for Children and Youth Act*
- Liaises with external stakeholders and partners, including community members, MCFD, other ministries and the Coroner's Office
- Keeps up to date with developments in legislation, policy and social issues related to the RCY
- Participates in and may lead cross-RCY program area projects and activities
- Performs various related duties as assigned or required

JOB REQUIREMENTS

Education and related experience

A Bachelor's degree or higher in social sciences or a related discipline (e.g., Social Work, Child and Youth Care, Psychology, Criminology, Indigenous Studies, Health Sciences, Law, Sociology, Education, Gender Studies or Anthropology) is preferred.

The RCY recognizes and values the cultural and community knowledge and experience that is gained over time, therefore other forms of post-secondary education and /or training will be considered. For example:

- Structured, intentional teachings from Elders and Knowledge Keepers
- Professional development educational and learning opportunities
- Community and work experience in which skills and knowledge are developed over time

- First Nations, Métis or Inuit political leadership or governance roles

A minimum of three years' relevant experience in each of the following areas:

- Leading, managing or informing reviews, investigations, practice or case audits in child, youth or family services (e.g., child welfare, health or justice services)
- Front line experience working with the child-serving system, e.g., in child welfare, family service, guardianship, mental health, substance use, special needs, adoption, youth justice, residential care or early childhood development
- Leading/managing complex projects involving the analysis of numerous sources of information, including incorporating the findings of client and partner engagement, research findings, interpretation of legislation and policy, and coordination of staff resources
- Experience leading teams and managing staff, including using a coaching approach to enhance staff wellbeing, performance and development and a focus on teambuilding
- Experience in client and partner engagement, such as with families, public bodies, community partners and First Nations, Métis and Urban Indigenous communities and organizations

Preference may be given to applicants who are Indigenous, Black or racialized, people with diverse gender identities or expressions, and/or, people with disabilities.

Preference may also be given to applicants with lived experience with child welfare. Lived experience could be through your own experiences in child welfare and/or involvement with child and youth rights.

If you self-identify as having one or more of the identities listed above, or otherwise identify as having an identity typically under-represented in the public service, please indicate this in your application to assist us in the review process.

Knowledge

- Interest and ability to cultivate a trauma informed and culturally safe work environment
- Interest and ability to work in complex systems, integrating multiple perspectives
- Knowledge of supervision and leadership strategies and principles, and supervision skills and abilities.
- Knowledge of relevant law, policies, practices and issues related to child, youth and family services and oversight of child and youth serving systems
- Knowledge of child and youth services related to child welfare, mental health, substance use, youth justice, special needs, special education and early childhood development
- Knowledge of social policy issues and the challenges in delivering public services in B.C.
- Knowledge of First Nations, Métis and Inuit peoples and child welfare issues within a decolonizing framework
- Thorough and detailed knowledge of the principles, methods and practices of reviews and investigations
- Knowledge of electronic information and case management systems

- Knowledge of research methodologies and methods, including Indigenist methods
- Knowledge of data collection, storage, and analysis, consistent with the highest standards of privacy and confidentiality

Skills and Abilities

- Excellent written and oral communication skills
- Demonstrated supervision experience, including building and maintaining team morale
- Demonstrated ability to lead and be part of a collaborative team through all phases of the project management life cycle
- Superior ability to prepare 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
- Ability to build and maintain trusting and respectful relationships and form external and/or internal collaborative partnerships
- Openness to continuous learning, working in complexity and commitment to decolonizing and anti-racism work
- Skills in the Microsoft Office suite including Word, Outlook, PowerPoint and Excel

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.
- **Developing Others** includes fostering the long-term learning or development of others through coaching, managing performance, mentoring, expressing positive expectations, giving reasons and support for learning and giving feedback to encourage development.
- **Listening, Understanding and Responding** involves the desire and ability to understand and respond effectively to 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:

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