



TITLE: Manager - Data, Reviews and Investigations	CLASSIFICATION: Band 3
POSITION NUMBER: 00116247	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 for 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, Reviews and Investigations (R&I), the Manager - Data is responsible for the overall input, management, quality assurance and analysis of Reviews and Investigations data in RCY's Case Information Tracking and Reporting database (CITAR). The Manager provides the Executive Director with data analysis and reporting products, as well as written summaries to inform strategic decision making at both the program and organizational level, to respond to data requests and to support knowledge mobilization. The Manager may lead or support the writing of various RCY reports. The Manager works with external partners such as the Regional Health Authorities to improve the reporting of critical injuries and deaths to the RCY. As a member of the leadership team, the Manager collaborates closely across the RCY to improve the use and interpretation of CITAR data and to support the development of a broader RCY data strategy. The Manager brings an understanding of the child-serving systems and a trauma informed lens to their work and commits to broadening and deepening their knowledge in this area.

The Manager - Data will be expected to develop an understanding of and capacity with Indigenous research methodologies and bring a thoughtful decolonizing lens to data stewardship including the management and oversight of R&I data collection, analysis and reporting.

ACCOUNTABILITIES

Leadership

- Contributes to thought leadership in the ongoing strategic and operational work of the R&I team, with a focus on improved use and interpretation of R&I data
- Provides recommendations, expertise, and support to the Executive Director and RCY Executive
- Leads the R&I team in data analysis, visualization, interpretation, and reporting
- Leads and manages special projects that may lead to public reports
- Works collaboratively across RCY teams 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
- Applies a trauma informed and decolonizing lens to their work, and models this approach to staff
- May act for the Executive Director during periods of absence

People Management

- Promotes a positive team culture that is grounded in the 6R's of Relationship, Respect, Responsibility, Responsiveness, Reciprocity and Repair
- 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
- Uses coaching and mentorship approaches to support staff and team wellbeing and 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

Strategic Data work

- Manages the R&I team's data, including developing and implementing input standards, policies and practices, and developing and implementing quality improvement strategies
- Advises RCY Executive about strategies to improve data coding and analysis to better address the needs of the Representative and to support the strategic priorities of the RCY
- Assists in guiding improvements in the CITAR system and recommending additional analytical tools and techniques
- Collaborates across the RCY on data-related issues, including improving ways to better use and visualize CITAR data, and supporting the development of an RCY Data Strategy

Data Management, Analysis and Reporting

- Oversees the input, coding, cleaning, analysis, interpretation, and reporting of R&I injury and death data
- Designs and implements quality assurance and improvement processes to ensure clean and accurate data
- Maintains instructions and training materials and provides training for all staff who enter data into the CITAR database
- Exercises administrative privileges within the CITAR database to design, generate and run queries and reports
- Develops requests for design changes to the CITAR database
- Leads analysis of R&I injury and death data to identify patterns, monitor trends, and identify risk factors and service gaps
 - Designs and produces R&I data summaries for internal meetings, RCY reports, media requests and other knowledge mobilization purposes
 - Manages all R&I data requests by receiving, processing and triaging requests and providing data summaries where and when appropriate
 - Functions as the lead analyst for complex critical injury and death reports as assigned by the Executive Director, Reviews and Investigations

- Produces monthly and quarterly summary descriptive statistics of the R&I data, and co-presents, as needed, to Senior Executive
- Supports and provides advice to Investigations Analysts as they input critical injury and death data, prepare data analyses and written summaries
- Leads or collaborates on writing reports, as needed
- Ensures that members of Executive are kept aware of any issues with data quality or interpretation
- Performs various related duties as assigned or required

JOB REQUIREMENTS

Education and related experience

A Master's degree in data science/analytics or in social sciences (e.g., Social Work, Child and Youth Care, Psychology, Criminology, Indigenous Studies, Health Sciences, Law, Sociology, Education, Health Information Sciences, Public Administration, Gender Studies or Anthropology) is preferred. An equivalent level of education and experience may also be considered.

A minimum of 2 years of relevant experience in each of the following areas:

- Managing professional staff, including using coaching approaches to support staff learning and development
- Managing or leading teams to analyze and understand complex intersectional issues, involving the analysis of numerous sources of information
- Providing advice and support to executive leadership

A minimum of 3 years of relevant experience in each of the following areas:

- Experience analyzing qualitative and/or quantitative data including:
 - Data collection, coding, quality assurance and management
 - Analyzing/summarizing data
 - Data visualization
- Writing clear, concise reports, research papers, briefing notes, presentations, and other materials about complex intersectional social issues and presenting findings to senior leadership
- Project management - managing multiple projects with tight deadlines

Preference may be applied for applicants:

- who are Indigenous, Black or racialized, LGBTQ2SAI+, people with diverse gender identities or expressions, and/or people with disabilities
- with lived experience in the child welfare system. Lived experience could be through your own experiences in child welfare and/or involvement with child and youth rights.

- with experience working within child, youth and family serving systems (child welfare, family service, guardianship, mental health, substance use, special needs, adoption, youth justice, residential care, health, education or early childhood development), or with data from the child, youth and family serving systems

To assist us with screening, please ensure your application clearly indicates that you self-identify as having one or more of the experiences or identities listed above.

Knowledge

- Extensive knowledge of quantitative and qualitative analytical methods
- Knowledge of research methodologies and techniques, including Indigenist methods
- Extensive knowledge of statistical and computerized applications
- Knowledge of the historical and ongoing impacts of colonization on First Nations, Metis, Inuit and Urban Indigenous peoples, especially on children and families.
- Understanding of social issues affecting children and youth and their families with emphasis on Indigenous issues
- Knowledge of publicly-funded child welfare, health, mental health, substance use, education and well-being services for children, youth and families

Skills and Abilities

- Demonstrated skill in project management, and ability to lead a team through all phases of the project management life cycle within accepted standards and deliverables
- Demonstrated skills in advanced data analysis / data quality assurance processes, including fluency in data analysis software (e.g., SPSS, STATA, SPlus, R, N-Vivo or other similar software)
- Demonstrated skill in data visualization
- Demonstrated research skills, including ability to conduct literature reviews, jurisdictional scans, and synthesize information from different sources
- Superior ability to write clear and concise research documents that provide themes or identify trends, including relevant theory, and being able to present them to a wide variety of audiences
- Strong interpersonal and communication skills, including ability to work collaboratively in an iterative environment, with people from diverse cultures and with diverse ways of being
- Skill in the Microsoft Office suite including Word, PowerPoint, Outlook, 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

- **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.
- **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.
- **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.
- **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.

For more information on competencies, see:

[BC Public Service competencies list](#)
[Indigenous relations behavioural competencies](#)