

TITLE: Reviews and Investigations Analyst	CLASSIFICATION: Band 2
POSITION NUMBER: Multiple	SUPERVISOR TITLE: Manager, 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 Manager, Reviews and Investigations (R&I), the Reviews and Investigations Analyst inputs reports of critical injuries and deaths 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) into RCY's Case Information Tracking and Reporting (CITAR) database, and codes them according to RCY's standards. The Reviews and Investigations Analyst reviews these reports to identify any issues of concern with the provided services and identifies stories of concern to their manager.

The Reviews and Investigations Analyst conducts data analyses of CITAR data using quantitative and/or qualitative methods to identify themes, monitor trends, and to identify risk factors and service gaps. This work is done to support internal meetings, media requests and various RCY reports. The Analyst also researches, analyzes and summarizes information from a variety of sources to produce briefing notes, data summaries, presentations, and other materials. A key aspect of this role is leading and contributing to public reports released by the office.

The Reviews and Investigations Analyst may conduct Comprehensive Reviews of children and youth's stories. The position works closely with Investigators by assisting with investigations and collaborates with team members across the organization.

An openness to continuous learning, an Indigenous-centred service approach and excellent written and verbal communication skills are essential to success in this position.

ACCOUNTABILITIES

Conducting and Analyzing Initial Reviews

- Reviews a large volume of critical injury and death reports (known as Reportable Circumstances – RCs) received by the RCY from MCFD and Health Authorities, and accurately and concisely enters and codes the reports into RCY's database
- Conducts initial reviews by assessing these RCs to identify potential gaps or concerns in provided services
- Prepares written summaries of these reports for internal meetings, data requests and RCY reports, as needed

Research, Analysis, and Preparation of Reports

- Conducts data analyses (quantitative and/or qualitative) of RCY's internal data to identify themes, trends, and areas of concern
- Contributes to the interpretation of Reviews and Investigations data, including by writing briefing notes on critical injuries and deaths of children and youth
- Provides critical analysis of policy, practice and systemic issues with a particular emphasis on Indigenous child welfare
- Conducts research, employing multiple research methodologies, in support of RCY special reports
- Leads in the planning, preparation and release of RCY's public reports by participating in design meetings, supporting project management and providing subject matter expertise
- Completes comprehensive review reports to determine whether an initial review meets RCY's investigative mandate and to facilitate learning from a child or youth's story

Internal Support

- Supports and provides consultation to investigators. This may include supporting the development and scope of investigation plans, as well as assisting in the investigative process as needed and analyzing the investigative information gathered for the public report
- Prepares and delivers briefings to the Executive Director and other members of the Executive team
- Participates in cross-RCY program area projects and activities as needed

External Relationships and Information Sharing

- Keeps up to date with developments in policy and social issues, including Indigenist research methodologies
- Maintains positive and respectful relationships with children, youth, families; community members; Ministry professionals; and other partners in the conduct of their duties with RCY
- Liaises with partners, academic researchers, Indigenous communities, government staff and other internal agencies and staff in the design and implementation of RCY research projects
- Attends and may present work at meetings, conferences, and symposia

Performs various other related duties as assigned.

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. An equivalent combination of education and experience may be considered.

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 may be considered. For example:

- Structured, intentional teachings from Elders and Knowledge Keepers
- Professional development, including educational and learning opportunities
- Community and work experience in which skills and knowledge are developed over time
- First Nations, Métis or Inuit governance roles

A minimum of two years' recent (within the last 10 years) and relevant experience, which must include:

- Leading complex projects involving the analysis of numerous sources of information
- Designing and supporting projects involving quantitative and/or qualitative research
- Collecting, managing, analyzing, synthesizing, and summarizing data
- Managing a high workload while participating in multiple projects with tight deadlines
- Writing clear, concise reports, briefing notes, presentations, and other materials that describe complex issues for multiple audiences

In recognition of the critical importance to this role of a lived understanding of Indigenous communities, history, values and culture, and in keeping with the Special Program Approval granted by the BC Human Rights Tribunal pursuant to s.42(3) of the Human Rights Code, this competition is available to Indigenous applicants only.

To assist us with screening, please ensure your application clearly indicates that you self-identify as an Indigenous person.

Knowledge

- Knowledge of the principles, methods and practices of reviews and investigations
- 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
- Knowledge of research methodologies and methods, including Indigenist methods
- Knowledge of data collection, storage, and quantitative/qualitative data analysis, consistent with the highest standards of privacy and confidentiality
- Knowledge of electronic information and case management systems

Skills and Abilities

- Excellent written and oral communication skills

- Demonstrated ability to lead projects and be a part of a collaborative team through all phases of the project management life cycle
- Demonstrated critical and systems thinking skills, including the ability to identify and analyze root causes of systemic issues.
- Interest and ability to work in and contribute to a trauma informed and culturally safe work environment
- Strong data analysis and data inputting and coding skills
- Demonstrated ability to conduct literature reviews, inter-jurisdictional comparisons and/or academic or evidence-based research
- Demonstrated 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
- Ability to build and maintain trusting and respectful relationships and form external and/or internal collaborative partnerships
- Interest and ability to work in complex systems taking a trauma informed and intersectional lens, and integrating multiple perspectives
- Commitment to decolonizing and anti-racism work and openness to continuous learning
- 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.
- **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.
- **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