

<b>TITLE: Manager, Outreach and Engagement</b>	<b>CLASSIFICATION: Band 3</b>
<b>POSITION NUMBER: 0011564</b>	<b>SUPERVISOR TITLE: Executive Director, Individual Advocacy, First Nations, Métis and Inuit Engagement</b>

### ORGANIZATIONAL CONTEXT

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.

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 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 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.

## **JOB OVERVIEW**

Reporting to the Executive Director, the Manager, Outreach and Engagement will apply a two-eyed seeing, trauma-informed and culturally safe approach as they lead the development and implementation of a provincial engagement plan that centres the lived expertise and experience of children, youth and young adults. The plan will focus on the importance of building and nurturing relationships with youth and young adult advisors, their communities and the child-, youth- and young adult-serving organizations that they receive services from as well as the First Nation, Métis, Inuit and Urban Indigenous communities, leadership and service providers they are connected to. The Manager's role also involves facilitating and overseeing engagements, managing a cross-provincial team, and liaising with or supporting the other departments of the RCY in engagement approaches.

## **ACCOUNTABILITIES**

### **Leadership**

- Contributes to thought leadership in the ongoing strategic and operational work of the Advocacy Team, specifically in the area of Outreach and Engagement
- Provides recommendations, expertise and support to the Executive Director and RCY Executive with regard to Outreach and Engagement
- Leads the Advocacy Team in developing Outreach and Engagement strategies, policies and processes, analyzing and interpreting outreach data, and reporting on progress and outcomes
- Leads and manages strategic outreach initiatives
- Develops and maintains strong collaborative relationships 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 two-eyed seeing, trauma-informed, culturally attuned and decolonizing lens to their work, and models this approach to staff

## **People Management**

- Promotes a positive team culture that is grounded in the 6Rs of Relationship, Respect, Responsibility, Relevance, Reciprocity and Repair
- Manages and supervises a small team 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 well-being 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

## **Engagement Planning, Implementation, Evaluation and Reporting**

- Develop an Engagement Framework in collaboration with other program areas. This document will help inform the development of team-specific engagement strategies and workplans
- Support the engagement team in developing individual engagement plans specific to diverse audiences including service provider staff, teachers and counsellors, caregivers, children, youth and young adults from across B.C.
- Support the engagement team in creating positive, meaningful and respectful engagement opportunities including the development of dynamic and engaging presentation content
- Develop engagement policies and procedures, training staff on these procedures, and ensuring consistency in their application
- Maintain day-to-day relationships with priority partners across the province ensuring trust, transparency and accountability and keep the Executive Director up to date on any emerging issues or opportunities
- Using a two-eyed seeing, trauma-informed and culturally safe approach, engage in a good way with Indigenous organizations and communities to build lasting relationships for the RCY, and in support of the work of Advocacy and other RCY program areas
- Support the Executive Director in the development and implementation of innovative evaluation and reporting methods to assess and communicate the effectiveness of the RCY's engagements and partnerships
- Develop, maintain and track evaluation strategies for engagement and team projects
- Develop and coordinate the implementation of an internal engagement plan that enables cross-functional collaboration between program areas to support the development and evolution of a strong organizational culture

## **JOB REQUIREMENTS**

### **Education and related experience**

A degree (e.g., Social Work, Child and Youth Care, Indigenous Studies, Human Rights, Community Development, Education) 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 including:

- Experience managing staff, including using a coaching approach to enhance staff well-being, performance and development and a focus on teambuilding
- Managing or delivering engagement projects

A minimum of three years combined experience in each of the following areas including:

- Experience developing event plans and processes for audiences of different ages, languages, abilities and sizes with knowledge of accessibility principles and different technology tools for engagement
- One-to-one engagements and small or large group discussions
- Adult education, youth outreach, oral history and narrative in Indigenous cultures, storytelling, ceremony, festivals, arts and fairs
- Digital engagements – both formal and informal learning contexts
- Experience applying communication, conflict management and diplomacy skills (written, verbal and online) with a diverse range of audiences and ability to build strong and lasting relationships with these groups
- Experience with program development and project evaluation

Preference may be given to applicants who are Indigenous, Black or racialized, LGBTQ2S+, people with diverse gender identities or expressions, and/or people with disabilities.

Preference may also be given to applicants 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.

If you self-identify as having one or more of the identities listed above or have another identity typically under-represented in the public service, please indicate this in your application to assist us in the review process. We will hold your application in strictest confidence, sharing it only with the hiring panel.

## **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 First Nations, Métis, Inuit and Urban Indigenous cultures
- Knowledge related to the provision of services to Indigenous children and families
- Experience working with children and families who have received child safety services, family services, guardianship services, child and youth special needs services, adoption services, youth justice services and/or child and youth mental health and substance use
- Knowledge of child, youth and young adult development
- Knowledge of child, youth, young adult and community engagement practices and principles
- Knowledge of Indigenous wise practices and recognition of importance of culturally respectful and responsive practices

## **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-Centred 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.
- **Listening, Understanding and Responding** involves the desire and ability to understand and respond effectively to other 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:**

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