

TITLE: Investigator	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 (MCFD), 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.

JOB OVERVIEW

Reporting to the Manager, Reviews and Investigations, the Investigator uses two-eyed seeing, trauma informed, culturally safe and anti-racist approaches, to conduct, support and/or lead comprehensive case reviews, special reports, and investigations into critical injuries or deaths of children who have received reviewable services (services or programs under the *Child, Family and Community Service Act*, the *Youth Justice Act*, and mental health and addictions services).

The Investigator examines records, analyzes service provision, and may conduct interviews, in order to determine: whether a critical injury or death meets RCY's legislative mandate; what services were provided to children and families; and whether those services may have contributed to the child's injury or death. The Investigator identifies service gaps and key areas of learning for service improvement. They help form recommendations to improve B.C. child-serving systems. Investigators have a strong understanding of procedural and administrative fairness in investigations.

A key aspect of this role is leading and contributing to public reports released by the office. The Investigator works closely with other Investigators and Investigation Analysts in conducting their work 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 Initial and Comprehensive Reviews

- Provides input and support to Investigative Analysts in the initial review of critical injury and death reports (known as Reportable Circumstances, "RCs") received by RCY from MCFD, Youth Justice, the Coroner and Health Authorities to assess whether they meet RCY's Reviews and Investigations mandate
- Completes Briefing Notes related to initial reviews when issues may require the attention or action of RCY Executive

- Attends and provides investigator perspectives at internal RCY meetings regarding initial and comprehensive reviews as required
- Conducts comprehensive reviews of critical injury and death RCs to determine whether a young person's injury or death meets RCY's investigative mandate and to facilitate learning from a child or youth's story. These reviews require ordering and reviewing records from multiple sources to build a detailed chronology and analysis of the events leading up to the incident. They may also require consultation with subject matter experts, advisors (including Knowledge Keepers, Elders and Matriarchs), service providers or community members
- Contributes to the analysis and interpretation of Reviews and Investigations data as required

Investigation Design, Planning and Implementation

- Leads and/or supports RCY investigations
- With support from managers, develops and scopes investigation plans that reflect key issues, strategic priorities, and legislative responsibilities of the RCY
- Integrates trauma awareness, cultural awareness and humility and Indigenous ways of knowing and being into investigation design, planning and implementation
- Identifies the people closest to the young person and family with whom early discussions about a possible investigation will be required; prepares an outreach and engagement approach in consultation with the manager
- Identifies prospective multi-disciplinary team (MDT) members for executive consideration
- Identifies and manages roles and specific tasks related to investigation plan
- Provides regular updates to the R&I team, executive and Representative throughout the course of the investigation and revises plans as needed

Investigation Practice

- Conducts investigative interviews with the intention of gathering multiple perspectives of a child/youth's story to inform the investigation report. This process includes outreach to family and community members, inviting and supporting informants, preparing interview plans, gathering information under oath or affirmation and assessing the information received
- Collects, reviews and analyzes information from multiple sources such as case and file records, media, internal and public reports, academic and grey literature, and interview transcripts pertaining to the topic(s) of interest related to the investigation scope
- Critically analyzes and synthesizes gathered information to inform executive briefings, identify systemic issues, propose approaches to communicating key learnings and formulate draft recommendations for the investigation report
- Communicates with a young person's family members or others as appropriate to keep them informed about progress on the investigation, timelines and key findings

Analysis and Preparation of Reports

- Leads and writes RCY investigative reports
- Leads or contributes to the preparation of special reports including those in which multiple comprehensive reviews are aggregated
- Provides critical analysis of practice, program, policy and other systemic issues with a particular attention to the implications for Indigenous child welfare and resumption of jurisdiction
- Communicates with and engages MDT members as reports progress
- Identifies opportunities to significantly improve practices, programs and services, policies, standards, regulation and legislation for children and youth and participates in the drafting of recommendations to public bodies
- Participates in administrative fairness reviews with public bodies
- Works closely with the Communications and Knowledge Mobilization team as reports are finalized
- Assists the Representative in presenting public reports to the Select Standing Committee on Children and Youth and in related knowledge mobilization initiatives

Internal Support

- Engages in and contributes to RCY's on-going work to enhance trauma-informed practice, cultural safety, anti-racism, systems and complexity thinking and utilization of Indigenous research methods
- Supports Investigations Analysts with aggregate or special projects based on the investigator's knowledge and skills.
- 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
- Provides subject matter expertise to RCY teams preparing special reports

External Relationships and Information Sharing

- Keeps up to date with developments in policy, social issues and services related to the RCY's Reviews and Investigations mandate
- Maintains positive and respectful relationships with children, youth and families, community members, community sector partners, staff working in public bodies, and other partners in the conduct of their duties with RCY
- Liaises with First Nations, Métis and Urban Indigenous communities, agencies and leadership, community sector partners, researchers, and other Independent and child advocacy offices in the conduct of their duties as an Investigator, including in the design and implementation of RCY investigation and special 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, Matriarchs and Knowledge Keepers
- Professional development, including educational and learning opportunities
- Community and work experience in which skills and knowledge are developed over time

Experience required includes a minimum of two years' recent (within the last 10 years) and relevant experience, in the following areas:

- Leading investigations, which includes the collection and analysis of varied sources of information (including interviews and documents), theming and analyzing the information gathered, determining or recommending findings based on evidence gathered and preparing detailed written briefs and reports.
- Front line experience working in the child, youth and family-serving system, e.g., in child welfare, residential or foster care, guardianship, mental health, substance use, special needs, adoption, youth justice, victims' services or policing

Preference may be given to applicants:

- Preference may be given to applicants who are Indigenous, Black or racialized, LGBTQ2SAI+, people with diverse gender identities or expressions, and/or people with disabilities.
- Who have lived experience in the child welfare and/or youth justice system

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

- Thorough knowledge of the principles, methods, techniques and practices of conducting reviews and investigations
- Knowledge of relevant conventions, legislation, policies, practices and issues related to child, youth and family services and oversight of child and youth serving systems,

including: the United Nations Convention on Rights of Children (UNCRC), United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP); the *Representative for Children and Youth Act*; the *Child, Family and Community Service Act*; the *Youth Justice Act*; and the *Federal An Act Respecting First Nations, Inuit and Métis Children, Youth and Families*

- Knowledge of child and youth services related to child welfare, mental health, substance use, youth justice, children and youth with support needs, special education and early childhood development
- Understanding of social policy issues and the challenges in delivering public services in B.C.
- Understanding of and a demonstrated on-going commitment to learning about First Nations, Métis, Inuit and Urban Indigenous peoples and child welfare issues within a decolonizing framework, and a commitment to ongoing learning
- Knowledge of confidentiality and privacy practices as well as procedural and administrative fairness, and how it pertains to investigative processes
- Knowledge of how to use electronic information and/or case management systems

Skills and Abilities

- Demonstrated ability to lead projects and be a part of a collaborative team through all phases of the project life cycle
- Ability to conduct investigative interviews
- Ability to work with speed, accuracy, attention to detail and integrity
- Excellent written and oral communication skills
- Demonstrated critical skills, including the ability to identify and analyze root causes of systemic issues
- Interest in and demonstrated capability to work in and contribute to a trauma informed and culturally safer work environment, and a commitment to decolonizing and anti-racism work, with an openness to continuous learning
- 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
- Demonstrated ability to build and maintain trusting and respectful relationships and form external and/or internal collaborative partnerships
- 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 (CRRRA) 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 people.
- **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.
- **Flexibility** is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups.
- **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:

[About Competencies - Province of British Columbia](#)

[Indigenous Relations Behavioural Competencies - Province of British Columbia](#)