

TITLE: Advocate	CLASSIFICATION: Band 2
POSITION NUMBER: Multiple	SUPERVISOR TITLE: Manager, Advocacy

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 and amplifying 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

RCY Advocates provide intake, direct advocacy and outreach services to children, youth and young adults (19 – 26) accessing a designated or prescribed service under the *Representative for Children and Youth Act*. Intake and advocacy services include assessing service requests, providing information and referrals, engaging with relevant stakeholders in early resolution, promoting and supporting self-advocacy providing direct advocacy services where appropriate. Advocates also engage in community relations activities with various stakeholders across the province. RCY Advocacy staffs' day to day work may focus on different elements of service for extended periods (i.e., intake, assessing requests, direct advocacy or community engagement) as operationally needed.

ACCOUNTABILITIES

Individual Advocacy:

- Provides intake services by assessing all service requests and providing information and referrals, coaching and promoting self advocacy, and connecting with service providers
- Works collaboratively with team to ensure timely responses to all advocacy requests for service
- Provides children, youth and young adults with direct advocacy services which includes gathering views, attending meetings to support the young person, working collaboratively with the young person, helping to build understanding of individual rights, service delivery processes, legislation and mandate while encouraging and coaching effective self-advocacy in seeking or accessing designated services
- Provides support, information and advice to families regarding information on child rights, service delivery process, legislation and mandate through out the advocacy process
- Gathers relevant information, identifies and assesses relevant issues, determines advocacy intervention actions, encourages dispute resolution between parties by agreement, and identifies suitable referrals to ministry, agency and/or service providers and/or dispute resolution processes
- Initiates complaints and/or assists a child, youth or young adult to formally make a complaint if all attempts to resolve locally have not been successful
- Prepares and enters comprehensive case documentation into the case management system, including detailed reviews, briefing notes, issue analyses and synthesis of facts and circumstances, actions taken and outcomes achieved

- Provides education and appropriate policy and legislation advice to community advocates in resolving specific issues; advances a child centered advocacy philosophy to resolve issues
- Participates in developmental work to improve advocacy practice and/or operations
- Maintains an up-to-date knowledge of emerging trends/developments in similar services/programs. Collects information and other resources about advocacy, support and designated or prescribed services for children, youth, young adults and families

Community Relations

- Identifies, recommends and implements ways to engage with children, youth and young adults around the province
- Facilitates workshops and presentations on child rights and advocacy, and attends events hosted by communities and partner organizations both in-person and online
- Provides expertise in delivering public information, rights education and community relations initiatives
- Liaises and develops professional working relationships with government and non-government service providers including advocacy groups, Indigenous and other cultural groups and organizations, community groups and leaders, non-profit agencies and social workers specifically as they relate to designated services and supports for children, youth and young adults
- Builds relationships with First Nations, Indigenous Child and Family Community Service and non-profit agencies working with First Nations, Inuit, Métis and Urban Indigenous children, youth, young adults and families.
- Engages with First Nation, Métis, Inuit and Urban Indigenous persons and community agencies in a manner which promotes cultural safety
- Engages with all community stakeholders from a trauma informed lens
- Completes intakes when requests for advocacy services occur while in community while ensuring safety and confidentiality
- Participates in strategic discussions regarding outreach and engagement and supports the implementation, monitoring, and evaluation of RCY's outreach efforts

Other Duties

- Provides input and information in team discussions and/or to senior management regarding information/case management systems, systemic/emerging trends, priorities, public policy issues, intervention strategies, and case feedback
- Identifies and reports to staff and senior management on deficiencies and service gaps in provincial and community-based supports and services for children, youth and young adults and recommends changes to the systems to address these concerns

JOB REQUIREMENTS

Education and related experience

A Bachelor's degree or graduate degree in a relevant discipline such as the social sciences, advocacy, community development, dispute resolution, law, social work or child and youth care.

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.

- Structured, intentional teachings from Elders and Knowledge Keepers
- Professional development educational and learning opportunities
- First Nations, Métis or Inuit political leadership or governance roles

At least 5 years of significant, recent and relevant professional experience working directly with children, youth and young adults including:

- Working with families who have received child safety services, family services, guardianship services, child and youth support needs services, adoption services, youth justice services, child and youth mental health and substance use
- Supporting Young adults who have accessed support services through CLBC or the *Child, Family and Community Service Act*, Tuition Waiver Program and/or Agreements with a Young Adult supports
- Providing information regarding rights and services and referring individuals to appropriate agencies for assistance
- Interpreting and applying legislation and policy and assisting individuals with self-advocacy
- Providing direct advocacy services
- Performing work in community and youth engagement and workshop facilitation
- Effective case management
- Providing input to policy and program development and implementation
- Establishing a network of relationships with community and cultural organizations, with particular focus on children and youth in British Columbia
- Applying an understanding of Indigenous cultures and child welfare issues

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.

Preference may also be given to applicants with lived experience in the child welfare system. Lived experience could be through your own personal 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

- Knowledge of Indigenous cultures and child, youth and young adult serving system issues
- Demonstrated knowledge of challenges and barriers experienced by culturally diverse individuals while trying to access supports and services
- Demonstrated knowledge of social policy issues and the challenges in delivering public services in British Columbia
- Knowledge of the policies, procedures, legislation and the related infrastructure of program and support services for children, youth and young adults, including mental health and substance use issues, support needs, Indigenous services, and child development
- Knowledge of child rights and the law associated with services and protections for children, youth and young adults in BC and of the Acts and other provincial and federal legislation related to children's services
- Knowledge about principles, best practices and models for effective advocacy services in diverse socio-economic communities and environments

Skills and Abilities

- Ability to respond to issues and inquiries in a quick and professional manner
- Ability to identify potential stakeholder and public concerns
- Ability to deal with demands, priorities and issues management situations in a public sector or corporate environment
- Ability to travel at short notice and with regular frequency (at least monthly)
- Excellent writing and editing skills, computer skills and verbal communications skills
- Excellent interpersonal and conflict resolution skills

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.
- **Leadership** implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The "team" here should be understood broadly as any group with which the person interacts regularly.
- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues.
- **Commitment to Continuous Learning** involves a commitment to think about the ongoing and evolving needs of the organization and to learn how new and different solutions can be utilized to ensure success and move the organization forward.
- **Impact and Influence** is the ability to influence, persuade, or convince others to adopt a specific course of action. It involves the use of persuasive techniques, presentations or negotiation skills to achieve desired results.
- **Strategic Orientation** is the ability to link long-range visions and concepts to daily work, ranging from a simple understanding to a sophisticated awareness of the impact of the world at large on strategies and on choices.
- **Organizational Awareness** is the acumen to appreciate and the ability to use the power relationships in either one's own, or other, organization(s).

For more information on competencies, see:

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