

TITLE: Manager, Advocacy	CLASSIFICATION: Band 3
POSITION NUMBER: 00090785, 00103585, 00106954	SUPERVISOR TITLE: Executive Director, Individual Advocacy, First Nations, Métis and Inuit Engagement

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

Reporting to the Executive Director, Individual Advocacy, First Nations, Métis and Inuit Engagement will apply a two-eyed seeing, trauma informed and culturally safe approach as they lead a team of advocates and/or intake advocates, providing case consultation and operational supervision. All Managers on the Advocacy Team work collaboratively to ensure practice excellence and to coordinate the delivery of advocacy, community relations and youth engagement services for the program area. The Manager provides advice and support to the Executive Director regarding advocacy policy and procedures, quality assurance, systemic issues, and complex or urgent cases. The Manager may also be responsible for office staff and operations. The Manager works to build relationships across the province with key stakeholders. The Manager manages a small advocacy caseload and conducts special projects as assigned.

ACCOUNTABILITIES

Leadership

- Promotes a positive team culture that is grounded in the 6Rs of Relationship, Respect, Responsibility, Relevance, Reciprocity and Repair
- Supervises a team of advocates and/or intake advocates including assignment of work, performance support, training and professional development, and approval of leave, travel and expenses
- Provides support, case consultation and advice to advocates and/or intake advocates in individual advocacy case management and resolution
- Supports Advocates to raise the profile of a case and reinforce advocacy concerns, supports the advocacy of urgent or complex cases and identifies when cases require the involvement of the Executive Director
- Gathers information that may indicate emerging or existing systemic issues and shares this information internally to ensure senior leaderships is informed
- Conducts case audits for Intake Advocates and Advocates, ensuring adherence to policy and that standards are met
- Provides education and appropriate policy and legislation advice to RCY Advocates and external advocates in resolving specific issues; advances child-centred/person centred advocacy to resolve issues
- Participates in recruitment activities as assigned
- Where relevant, manages daily operations for an office, including supervision of staff, facilities and budget
- May act for the Executive Director in periods of absence

Community Relations/Youth Engagement

- Works collaboratively with the advocacy management team to support and participate in advocacy community relations activities and to distribute engagement work across the team
- Liaises and develops collaborative relationships with advocacy groups, community groups and leaders, non-profits, agencies and social workers specifically as they relate to designated services and supports for children and youth
- Works collaboratively with the Executive Director and across RCY program areas to support and /or recommend ways to engage with youth around the province

Program monitoring and improvement

- Identifies human resources and other operational issues to the Executive Director, recommending options to address and resolve issues
- Supervises the collection of uniform and consistent case related information
- Reviews and evaluates the standards of practice, effectiveness and efficiency of the advocacy and operations and recommends changes for improvement
- Analyzes policy and procedures, identifies operational trends and provides information and recommendations to the Executive Director for improvement; assists in policy/procedure development as assigned

Other duties

- Prepares CITAR and other reports, issue papers and briefing notes as assigned by the Executive Director
- Acts as project lead for the Advocacy program on selected projects, such as the Annual Report/Service Plan, RCY reports, or other cross-program area projects
- Performs other related assignments as required

JOB REQUIREMENTS

Education and related experience

A Bachelor's degree in social sciences or other relative discipline (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 required.

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 2 years experience in each of the following areas:

- Managing professional staff, including using coaching approaches to support staff learning and development and practice excellence
- Providing case consultation and guidance to staff on complex issues
- Providing advocacy services, including complex and sensitive/high profile cases

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

- Experience in child welfare (e.g. family service, guardianship, mental health, special needs, adoption, youth justice and child protection) and services to young adults with disabilities
- Experience with community relations, youth engagement activities, and facilitation
- Establishing a network of relationships with community and cultural organizations, with particular focus on children and youth in British Columbia
- Applying an understanding of the impacts of colonization and the principles of reconciliation in relation to the provision of social services
- Writing clear, concise briefing notes, presentations, and other materials about complex intersectional advocacy/social issues

Knowledge, skills and abilities

Knowledge

- Demonstrated knowledge of social policy issues and the challenges in delivering public services in British Columbia
- Knowledge of challenges and barriers experienced by culturally diverse individuals while trying to access supports and services
- Knowledge of the legislation, policies and procedures associated with child, youth and young adult service areas designated in the *Representative for Children and Youth Act* and the related infrastructure of programs and support services for children, youth and young adults in British Columbia, and other provincial and federal legislation related to 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 for work related duties

- Ability to analyze information and identify advocacy issues as well as strategizes to address the concerns
- 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

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. We will hold your application in strictest confidence, sharing it only with the hiring panel.

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.
- **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.
- **Developing Others** involves a genuine intent to foster the long-term learning or development of others through coaching, managing performance and mentoring. Its focus is on developmental intent and effect rather than on a formal role of training. For this competency to be considered, the individual's actions should be driven by a genuine desire to develop others, rather than by a need to transfer adequate skills to complete tasks.
- **Relationship Building** is working to build or maintain ethical relationships or networks or contacts with people who are, or may be, potentially helpful in achieving work-related goals and establishing advantages. These people may include customers, clients, counterparts, colleagues, etc.

- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation

For more information on competencies, see:

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

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