



JOB DESCRIPTION

REVIEWS AND INVESTIGATIONS ANALYST

Title: Reviews and Investigations Analyst

Classification: Band 2

Supervisor title: Manager, Reviews and Investigations

WHO WE ARE

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.

We aspire to a legacy where children, youth, young adults and families served by the child and family serving systems receive **timely, appropriate and compassionate support and services** that they need, when they need it. We dream of a Province where all children and families thrive and where experiences of **stigma, shame, judgment and racism** have been eliminated.

RCY is committed to being 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. We are committed to relationship, respect, reciprocity, relevance, responsibility and repair. We are guided by the principles of cultural safety, anti racism, we are a highly connected organization known for upholding rights and being respectful, responsive, responsible, reciprocal and a good ally. As Nations and communities work towards resumption of jurisdiction, RCY is appreciated for what we do and how we do it; we seek direction from and accompany those on their journey in a supportive way.

The Reviews and Investigations Analyst reports to the Manager, Reviews and Investigations, and is responsible for data input and analysis, issues identification, research and summarizes information for briefing notes and public reports, conducting Comprehensive Reviews of children and youth's stories, and assisting with investigations.

ROLE DUTIES

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-centered service approach and excellent written and verbal communication skills are essential to success in this position.

Conducting and Analyzing Initial Reviews

- Reviews critical injury and death reports (known as Reportable Circumstances – RCs) received by 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.
- Presents summaries of reportable circumstances and data at RCY initial review meetings.
- Completes comprehensive review reports to determine whether an initial review meets RCY's investigative mandate and to facilitate learning from a child's story.

Research, Analysis, and Preparation of Reports

- Conducts data analysis (quantitative and/or qualitative) of RCY's internal data to identify themes, trends and areas of concern.
- Contributes to the analysis and interpretation of R&I 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, participates in, drafts and/or provides subject matter expertise to RCY's public reports.

Internal Support

- Supports Investigators with investigations. This may include 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, social issues and services related to the RCY's Reviews and Investigations mandate.
- 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.

QUALIFICATIONS

Education and related experience

A Bachelor's degree 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). An equivalent combination of education and experience may be considered.

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:

- Participation as a lead or team member in projects involving the analysis of numerous sources of information

- Collecting, managing, analyzing, synthesizing and summarizing data
- Managing a high and varied workload
- Writing clear, concise reports, briefing notes, presentations, and/or other materials that describe a range of issues for multiple audiences

Knowledge

- Knowledge of the principles, methods and practices of reviews and investigations
- Knowledge of relevant legislation, policies, practices and issues related to child, youth and family services and oversight of child and youth serving systems, including: United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP); *An Act Respecting First Nations, Inuit and Métis Children, Youth and Families*; the *Representative for Children and Youth Act*; and the *Child, Family and Community Service Act*
- Knowledge of child and youth services related to child welfare, mental health, substance use, youth justice, special needs, special education and early childhood development
Understanding of social policy issues and the challenges in delivering public services in B.C.
- Understanding of First Nations, Métis and Inuit peoples and child welfare issues within a decolonizing framework, and a commitment to ongoing learning
- Understanding 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 how to use electronic information and/or 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, and a commitment to decolonizing and anti-racism work, with an openness to continuous learning
- 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
- Skills in the Microsoft Office suite including Word, Outlook, PowerPoint and Excel

Please review the job posting on [RCY's careers page](#) for details regarding preferences and other specific requirements for this position.

COMPETENCIES

RCY Competencies

Cultural Agility is the ability to work respectfully, knowledgeably and effectively with Indigenous people and people of all cultures. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all.

Self-Discovery and Awareness means understanding one's thoughts, feelings, values and background and how they impact the success of the interaction and relationship, or how they may influence one's work. It is recognizing one's own biases by tracing them to their origins, through reflection and by noticing one's own behaviour – and then intentionally seeking a way forward that positively impacts the interaction and relationship.

Building a trust-based relationship requires a fundamental understanding that "relationship" is the foundation from which all activities happen and that building a good relationship takes time and commitment. It is a willingness to build a personal relationship in addition to a professional one, participating in open exchanges of experiences and culture. It requires a genuine, non-controlling approach and relies upon demonstrated integrity and transparency.

Position Specific 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.

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.

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](#)