

1. IDENTIFICATION

| | | |
|---------------------------------|---|---|
| Position No. 01-14872 | Job Title Manager of Individual Advocacy Services | Supervisor's Position Director of Child and Youth Advocacy Services |
|---------------------------------|---|---|

| | | | |
|---|----------------------------------|-----------------------------|----------------------------|
| Department Representative for Children and Youth's Office (RCYO) - Legislative Assembly | Division/Region Baffin | Community Iqaluit | Location Iqaluit |
|---|----------------------------------|-----------------------------|----------------------------|

2. PURPOSE

| |
|--|
| <p>Main reason why the position exists, within what context and what the overall end result is.</p> <p>Reporting to the Director of Child and Youth Advocacy Services, this position is responsible for planning, monitoring, and managing all aspects of the individual advocacy program. The Manager of Individual Advocacy Services is responsible for the effective and appropriate management of the case management system and all confidential client information. This position supervises and works closely with their staff to provide timely, effective advocacy supports to young people and their families, to build public awareness and trust in the office, and to build relationships with a variety of front-line service providers. This position researches and shares trends and best practices in child rights advocacy, has a comprehensive knowledge of all relevant child and youth programs and services and the related legislation and policy, and shares relevant individual advocacy program information with other RCYO staff.</p> <p>The manager provides consultation, advice, and assistance to the Director, and the Representative. The incumbent liaises with the Manger of Communications and Public Awareness to develop materials and to plan and conduct outreach and engagement activities to raise awareness of the office and child rights.</p> |
|--|

3. SCOPE

| |
|---|
| <p>Describe in what way the position contributes to and has an impact on the organization.</p> <p>The Representative for Children and Youth's Office (RCYO) is an independent office of the Legislative Assembly with the primary purpose of advocating for the rights and interests of children, youth, and their families in Nunavut. In doing so, the office acts to assist the Legislative Assembly and the Government of Nunavut (GN) to ensure that the needs of children and youth are met.</p> <p>The office fulfils a range of responsibilities under the <i>Representative for Children and Youth Act</i> that hold government accountable, including individual advocacy, systemic advocacy, and reviews of critical injuries and deaths. The office also performs public awareness, outreach, and education functions.</p> |
|---|

- The position of the Manager of Individual Advocacy Services provides critical support to the RCYO and its Child and Youth Advocacy Specialists (advocacy specialists), as well as children, youth, and their families, and GN services providers, departments, and designated agencies.

4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. For a management position, indicate the subordinate position(s) through which objectives are accomplished.

- Lead the team of child and youth advocacy specialists and the intake specialist that delivers individual advocacy services to children, youth, and their families, and supports the development of advocacy services/programs for children, youth, and their families who need help in dealing with government departments.
- Direct workload planning, recruitment, training, and supervision of advocacy specialists; conduct performance assessment reviews, lead staff development initiatives, carry out labour relations and disciplinary measures as required, and reviewing/approving leave and overtime requests.
- Lead the ongoing customization of the electronic case management system, review and update individual advocacy policy and procedure, data collection tools and/or guidelines to assess and respond to information and individual advocacy inquiries and intakes in a manner that reflects best practice and promotes a highly functional office environment that supports effective client service.
- Assess incoming referrals in conjunction with the intake specialist to determine the most appropriate course of action and assignment of the advocacy case.
- Oversee the caseload of all advocacy specialists and provide case consultation and supervision of complex cases relating to children, youth, and their families.
- Monitor and ensure compliance with office policy and procedure regarding individual advocacy cases for purposes of quality assurance.
- Ensure uniform and consistent data collection and documentation.
- Ensure that individual advocacy services are thorough and that conclusions are fair and reasonable and communicated in a timely manner.
- Consult, advise, and mediate between various stakeholder groups regarding individual advocacy issues pertaining to the safety and wellbeing of children, youth, and their families aiming to achieve informal resolution of issues before formal action by the Representative is necessary.
- Monitor the individual advocacy program to evaluate effectiveness and incorporate changes to strengthen the program as required
- Flag potential systemic issues that arise from individual advocacy cases to the systemic advocacy team, in collaboration with the individual advocacy specialists.
- Contribute to the office's communication and public awareness strategy ensure that members of the individual advocacy team deliver key aspects of the plan.

- Develop effective and cooperative working relationships with government departments and other key stakeholder groups to promote working relationships that recognizes the mandate of the office and encourages compliance with the *Representative for Children and Youth Act*.
- Alert the Director of emerging trends or issues arising from casework and make recommendations regarding the escalation of individual advocacy cases.
- Manage relevant contracts such as the case management system, texting platform, and survey platform.
- Participate as a contributing member of the senior management team in the office's strategic planning and policy-making.
- Along with other RCYO staff, act as a resource person to the public, youth, government, and other stakeholders seeking information and knowledge of services and resources provided by the office.
- Other duties as delegated by the Director.
- May be required to act in the role of the Director of Child and Youth Advocacy Services during periods when the Director is absent.

5. KNOWLEDGE, SKILLS, AND ABILITIES

| |
|--|
| <p>Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.</p> |
| <p>Knowledge:</p> <ul style="list-style-type: none"> • Experience in areas such as child and youth development, welfare, education, justice, or health services and an understanding and commitment to respond to the needs of children and youth in Nunavut. • Experience and applied knowledge in management, including recruitment, supervision, and staff development, and the ability to develop and support Inuit employment. • Knowledge of administrative law, including the application of the principles of natural justice in the conduct of formal reviews and investigations. • Knowledge of the <i>Representative for Children and Youth Act</i> and the United Nations <i>Conventions on the Rights of the Child</i>. • An understanding of Inuit societal values, culture, language, traditions, beliefs, and history. • Policy, planning, evaluation, data management, and research experience. <p>Skills and Abilities:</p> <ul style="list-style-type: none"> • Thorough knowledge of government administrative organization and structure groups. This includes the ability to maintain unbiased, impartial, and non-aggressive relationships where the interaction may involve a subject matter that may be personally, politically, or publicly sensitive and the atmosphere may appear to be confrontational. • Ability to understand a wide array of legislation, standards, practices, and policies administered by multiple government departments and designated authorities. |

- Ability to travel.
- Thorough knowledge of government administrative organization and structure groups. This includes the ability to maintain unbiased, impartial, and non-aggressive relationships where the interaction may involve a subject matter that may be personally, politically, or publicly sensitive and the atmosphere may appear to be confrontational.
- Ability to use computer software such as Word, Excel, Access, PowerPoint, Outlook, as well as the ability to master advocacy specific platforms such as the case management system and social media.
- Strong problem-solving skills and an ability to make decisions and exercise sound judgement when interacting with stakeholders regarding potential problems or concerns involving the best interests of a child and/or youth.
- Excellent communication skills both orally and written. Reports and correspondence must be written in a manner that is clear and direct, reflecting thoroughness, impartiality, sensitivity, and confidentiality.
- Excellent organisational and time management skills.
- Strong interpersonal skills, including the ability to build relationships, collaborate, and guide an interdisciplinary team of professionals towards a common goal.

The above knowledge, skills, and abilities are typically acquired through:

- A university degree in a relevant field, (e.g.: social work, psychology, law, education)
- Five years of child and youth related work experience, including at least 1 year of progressive managerial experience.
- A masters degree in a related field would be an asset.
- Proficiency in oral and written Inuktitut is an asset.

This is a highly sensitive position. Criminal record and vulnerable sector checks are required. Compliance to the RCYO's confidentiality policy is required.

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of occurrence of physical demands, environmental conditions, demands on one's senses, and mental demands.

Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.

- Involvement in case management may at times be intense and unpleasant. Clients may be angry and abusive making communication difficult. The employee must be aware of how to appropriately deal with these situations.
- The employee is expected to spend many hours working with a computer. This can cause eye, neck, and back strain as well as wrist problems. Proper precautions should be taken to ensure a

- healthy work regime.
- Work may involve overtime to meet tight deadlines.

Environmental Conditions

- Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that increase the risk of accident, ill health, or physical discomfort.**
- The nature of this work is often unpredictable and crises driven. Therefore, disruptions to work will be frequent. The ability to constantly prioritize workload will be required.
 - The work environment itself may vary and could include the office, client homes, communities, and the offices/workplaces of other key stakeholder groups. Flexibility and adaptability to the work environment is required.
 - The incumbent may need to travel frequently for various functions in small aircraft and stay in small communities.
 - The weather in Nunavut can be quite extreme. Proper attire suitable to a wide range of temperatures is required.

Sensory Demands

- Indicate the nature of demands on the jobholder's senses. These demands can be in the form of making judgements to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details though one or more of the incumbents' senses.**
- Long hours of reading requiring attention to detail, and computer usage imply risk of eyestrain and fatigue. However, the incumbent is required to maintain excellent judgment and decision-making skills due to the direct impact of that judgment on clients and departments.
 - Where the incumbent is directly involved in case management, reading body language becomes critical.

Mental Demands

- Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.**
- Mental demands include regularly dealing with sensitive and confidential situations such as monitoring and assessment of concerns, periods of concentration, frequent attention to detail, competing priorities and demands, regular interruptions, tight deadlines, and high workload. Works daily within a politically sensitive environment where priorities may shift quickly.
 - Advocacy cases may be intense and cause a great deal of mental stress. It may be easy for an employee to internalize the emotions of the client. The ability to seek out appropriate supports when required is necessary.

- Contact with other employees/departments may require extensive discussion, debate, and negotiation; this requires a high degree of enthusiasm, confidence, discretion, diplomacy, and sensitivity to inter-cultural relations.
- Preparing high-quality written work under tight deadlines for senior decision-makers may lead to stress. Considerable stress based on significant risks associated with poor judgement, decisions, advice and if issues are handled appropriately.

7. CERTIFICATION

| | |
|--|---|
| <p>_____</p> <p>Employee Signature</p> | <p>_____</p> <p>Supervisor Title</p> |
| <p>_____</p> <p>Printed Name</p> | <p>_____</p> <p>Supervisor Signature</p> |
| <p>_____</p> <p>Date:</p> | <p>_____</p> <p>Date</p> |
| <p>I certify that I have read and understand the responsibilities assigned to this position.</p> | <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p> |
| <p>_____</p> <p>Deputy Head Signature</p> | |
| <p>_____</p> <p>Date</p> | |
| <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p> | |

8. ORGANIZATION CHART

Please attach Organizational Chart indicating incumbent's position, peer positions, subordinate positions (if any) and supervisor position.

“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.

DRAFT