



Integrity
Independence
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Position Description: Intake Services, Communication and Outreach Coordinator

Classification:	Administrative Officer (24) (Under review)	Position:	81199
Reports to:	Manager of Operational Support & Development	Location:	Victoria, BC

Context:

Reporting to the Manager of Operational Support & Development, the Intake Services and Outreach Coordinator is responsible for the administration of intake services for the Office of the Police Complaint Commissioner, including the supervision of staff. This position is responsible for the preliminary assessment/screening of public complaints against municipal police in British Columbia.

This includes effectively and tactfully communicating with affected persons often in an emotionally charged context, exercising judgment related to statutory requirements as set out in the *Police Act*, gathering relevant information or documentation where required, applying internal OPCC procedures for admissibility, and providing advice/ information on the complaints process, including Alternative Dispute Resolution processes. This position is also responsible for the OPCC outreach and education program to promote accessibility and awareness of the police complaints system in British Columbia establishing relationships with non-governmental stakeholders and groups.

Job Overview:

The Intake Services and Outreach Coordinator is the key public-facing position responsible for Intake Services of the OPCC, supervision of intake support staff, and the development and implementation of outreach and communication initiatives.

Accountabilities:

- Oversee accessible and comprehensive intake services and administration of all enquiries/complaints received by the OPCC including ensuring complainants are provided sufficient information about the complaints process, all relevant information has been obtained to process their complaint, and that files initiated in the case management system are accurately completed;
- Provide supervision of intake staff including performance management planning and learning and development.
- Conduct preliminary analysis/assessments of complaints to determine whether the requirements of the *Police Act* are met and an investigation is required and where appropriate, refer complaints for assignment to an investigative analyst to complete detailed final admissibility assessment.
- Draft accurate statutory notices relating to the admissibility of complaints or orders for investigation.
- Develop and maintain catalogue of resources and support agencies for complainants who access the complaints system through conducting research, networking and building relationships with community agencies.

- Develop outreach and communications strategies/programs to improve the general awareness and understanding of the OPCC among identified stakeholders, representatives of vulnerable populations and non-governmental agencies.
- Oversee, develop and administer OPCC social media strategies.
- Prepare and deliver presentations to community based organizations and support agencies to raise awareness of the police complaints process in British Columbia, to promote accessibility of the complaints process, communicate the objectives and core values of the OPCC and encourage the resolution of appropriate complaints through Alternative Dispute Resolution programs.
- Draft, edit and maintain the Office's external communication materials, including website content, public presentations and reports, articles, advertising, brochures and other informational items.
- Provides recommendations for updates, revisions and enhancements to the OPCC's web presence and collaborate with systems staff and contractors to ensure currency and functionality.
- Contribute to the development of OPCC reports and publications, such as the annual report.
- Provide recommendations and advice to the Deputy Commissioner and Police Complaint Commissioner on stakeholder relationships, intake services and outreach initiatives.
- Assist with other related administrative duties as needed.

Selection Criteria:

Education and Experience:

- University degree in a related area, such as public administration, communications or social work, or public relations or a minimum of two years of experience providing client service in a sensitive client focussed environment or experience in social work or experience working with vulnerable or marginalized communities.
- Experience interpreting and applying legislation, regulations and/or policies.
- Experience writing, editing and coordinating communication materials, such as articles, presentations and reports or organizing various outreach initiatives.
- Preference may be given to those who have experience with administrative tribunals or agencies.
- Preference may be given to those with experience managing corporate websites and/or social media accounts.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required.

Knowledge, Skills and Abilities:

- Knowledge of the role of independent bodies such as the Office of the Police Complaint Commissioner.
- Ability to understand and apply statutory language.
- Exceptional verbal and written communication skills and ability to handle emotionally difficult situations, demonstrating empathy, patience and tact.
- Ability to analyze and evaluate information in order to key identify issues and facts necessary for statutory determine jurisdiction.
- Ability to network and build relationships with a variety of stakeholders, non-governmental agencies and police.

- Knowledge of conflict resolution techniques.
- Exceptional organizational skills with the ability to organize and prioritize high volumes of time sensitive and confidential work and meet deadlines.
- Demonstrated skill in operating relevant computer programs and databases.

Competencies:

- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Listening, Understanding and Responding** is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others. People who demonstrate high levels of this competency show a deep and complex understanding of others, including cross-cultural sensitivity.
- **Problem Solving and Judgment** is the ability to analyze problems systemically, organize information, identify key factors, identify underlying causes and generate solutions.
- **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.
- **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. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Conflict Management** is the ability to develop working relationships that facilitate the prevention and/or resolution of conflicts within the organization.
- **Concern for Image Impact** is an awareness of how one's self, one's role and the organization are seen by others. The highest level of this competency involves an awareness of, and preference for, respect for the organization by the community.

Office of the Police Complaint Commissioner

*Providing impartial civilian oversight of complaints involving municipal police in
British Columbia.*

<https://www.opcc.bc.ca/index.html>