

**Intake Services, Communication and Outreach Coordinator
Administrative Officer 24 (Under review)**

**Regular Full-Time
Victoria, British Columbia**

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.

Qualifications

Our ideal candidate for the position has the minimum requirements of:

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 focused 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 (CRRRA) check, and/or enhanced security screening checks as required.

For more information on the Office of the Police Complaint Commissioner, please visit <http://www.opcc.bc.ca/>.

This is a permanent full-time position. An eligibility list may be established to fill future similar permanent or temporary vacancies. This position is excluded from union membership.

HOW TO APPLY:

**** For this opportunity, please DO NOT apply by submitting your profile/resume on the BC Government Hiring Centre website. Applications submitted through the BC Government Hiring Centre will not be considered. Applications must be made via the directions listed below. ****

To apply for this position, you must submit a complete application package which includes two (2) documents:

- 1) Your cover letter
- 2) Your resume

Your cover letter and resume must clearly identify how your education and experience meet the position requirements. In describing your education and experience, please pay particular attention to the job profile, including the selection criteria.

Only those applications received by **12:00 pm PDT (noon) on Tuesday, October 15**, will be considered. Your application must be submitted directly to the Office of the Police Complaint Commissioner **by email to Competition64619@opcc.bc.ca**. Incomplete applications or late applications will not be evaluated or acknowledged, and only those applicants who pass all initial screening requirements will be considered for the next step in the selection process.

NOTE: If your degree was obtained outside of Canada, you need to confirm it has been assessed for equivalency through the International Credential Evaluation Services (ICES). Confirmation for equivalency for your degree is required for you to be considered. Please indicate in your resume (include a copy of the approval; if in progress), proof must be provided on or by the closing date of the posting to the hiring manager).

If you have questions related to the application process, please contact Julia Vossen at JVossen@bcombudsperson.ca.

Competition Number: 64619

Closing Date: Tuesday October 15 - by 12:00 pm PDT (noon)