



Integrity  
Independence  
Fairness

### Job Profile: Intake Administrator

<b>Classification:</b>	Administrative Officer 15	<b>Position:</b>	00124930
<b>Reports to:</b>	Intake Team Lead	<b>Location:</b>	Victoria, BC

### CONTEXT AND JOB OVERVIEW:

The Intake and Support Coordinator is a public-facing position responsible for completing intake services for the Office of the Police Complaint Commissioner. This position receives, reviews and validates incoming submissions/complaints, clarifies complaint information with clients, and makes initial determinations or recommendations within established criteria and guidelines. This position is also responsible for connecting complainants or affected persons with specific needs, or those who experience barriers to access, with approved external organizations who can provide appropriate support relevant to their involvement in the police complaint process.

### ACCOUNTABILITIES:

- Provides preliminary intake services for routine inquiries from police departments and provides general information to callers about their right to file complaints, the documentation required to initiate a complaint, information on the complaint process, and responds to any additional questions in a respectful and appropriate manner.
- Independently or in collaboration with OPCC Analysts provides early stage guidance to complainants on the police complaint process and triage of complainant's concerns to ensure it is a matter within the jurisdiction of the OPCC.
- Receives incoming phone calls and emails and responds to enquiries from the public, complainants, agencies, police departments and others and provides relevant information or directs calls to appropriate staff or other programs if issue is outside the jurisdiction of the Office.
- Reviews supporting information with the complainant to ensure documentation on the file is complete and all relevant information has been obtained to process their complaint.
- Provides appropriate referrals to approved support agencies for the complainant's identified needs.
- Distributes statutory notices as required by the Office.
- Escalates cases to the supervisor when matters are outside established criteria or where issues are contentious.
- Enters case information into the case tracking system and ensures accuracy of case information and outcomes.
- Assists with the development and maintenance of a catalogue of resources and support agencies for complainants who access the complaints system.
- Prepares and proofreads and/or edits various forms of draft documents according to the Office's standards and returns to the author for corrections and changes.

- Organizes, prepares and compiles accurate briefing materials and ensures security of confidential and restricted documents.
- Seeks guidance from management and/or senior program staff on unusual matters.
- Other administrative duties, such as back-up general administrative support, as required.

## **SELECTION CRITERIA:**

### **Required Qualifications:**

- Grade 12 graduation or equivalent.
- Experience interpreting and applying legislation and policy.
- Experience providing service to members of the public who may present with challenges, mental illness, physical or cognitive impairment and/or personal crisis.
- Demonstrated proficiency in verbal and written communication, tact and patience.
- Demonstrated experience with word processing and database applications.
- 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 by the ministry (Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position).

### **Preferred Qualifications:**

- Individuals who have one year or more of experience providing service to members of the public who may present with challenges, mental illness, physical or cognitive impairment and/or personal crisis.
- Individuals who have the ability to understand and explain complex legal processes.
- Individuals who have one year or more of experience including experience preparing, proofing and formatting documents such as reports, briefing notes, and letters.
- Individuals with experience or training in trauma informed and cultural safety practices and/or Mental Health First Aid.
- Individuals who have fluency in more than one language.
- Individuals who self-identify as a woman, visible minority, Indigenous person, person with a disability, person of diverse sexual orientation, gender identity or expression (LGBTQ2S+), or person who may contribute to diversity in the BC Public Service.

### **Knowledge, Skills and Abilities:**

- Basic knowledge of the mandate and program deliverables of the Office of the Police Complaint Commissioner.
- Ability to understand and apply statutory language.
- Exceptional verbal and written communication skills.
- Ability to handle emotionally difficult situations, demonstrating empathy, patience and tact.
- Ability to analyze and evaluate information in order to identify key issues and facts necessary to determine statutory jurisdiction.
- Ability to work within the mandate of the Office.

- Exceptional organizational skills with the ability to organize and prioritize high volumes of time sensitive and confidential work in order to meet deadlines.
- Ability to demonstrate flexibility required within a small working unit.
- Ability to exercise discretion when communicating and recognize the need for confidentiality.
- Demonstrated skill in operating relevant computer programs and databases.

### **Indigenous Relations Behavioural Competencies:**

**Empathy** is the ability to recognize, understand and directly experience the emotion of another. It involves listening with heart, accepting their message and staying focused on their experience rather than reacting. It means understanding that behaviour may be connected to something outside the immediate situation.

**Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with people from different cultural backgrounds. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is an example of one's own culture and worldview, and the culture of the Office, and to notice their commonalities, and distinctions with Indigenous cultures and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.

### **Behavioural Competencies:**

**Concern for Order** reflects an underlying drive to reduce uncertainty in the surrounding environment. It is expressed as monitoring and checking work or information, insisting on clarity of roles and functions, etc.

**Decisive Insight** combines the ability to draw on one's own experience, knowledge and training and effectively problem-solve increasingly difficult and complex situations. It involves breaking down problems, tracing implications and recognizing patterns and connections that are not obviously related. It translates into identifying underlying issues and making the best decisions at the most appropriate time. At higher levels, the parameters upon which to base the decision become increasingly complex and ambiguous and call upon novel ways to think through issues.

**Information Seeking** is driven by a desire to know more about things, people or issues. It implies going beyond the questions that are routine or required in the job. It may include "digging" or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental "scanning" for potential opportunities or miscellaneous information that may be of future use.

**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.

**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.

**Office of the Police Complaint Commissioner**

*Engaging in effective civilian oversight that provides accountability  
and builds public confidence in policing.*

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