

JOB PROFILE: Intake Supervisor

Classification:	Band 1	Position:	00129353
Reports to:	Team Lead, Oversight Operations (Band 3)	Location:	Vancouver or Victoria, BC

JOB OVERVIEW:

The Intake Supervisor is responsible for the development, preparation, drafting, review and coordination of all assigned intake and associated administrative initiatives and activities. The position supervises intake staff and oversees the flow of work, logistical systems support and accessibility for matters related to client service and the receiving and processing of complaints and facilitating access to support for complainants from community organizations. The position will actively engage in providing intake services, particularly for complex cases, and act as the escalation point for issues.

ACCOUNTABILITIES:

- Manage all administrative intake-related services of the Office; anticipate daily needs.
- Provide leadership, guidance and supervision of intake staff to ensure 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.
- Support intake staff in identifying barriers to access or issues navigating the complaints process for a complainant and where required facilitating connections between complainants and appropriate support agencies.
- Serve as an escalation point in effectively and tactfully communicating with affected persons 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, and providing advice/information on the complaints process, including Resolution processes.
- Manage intake-related office processes and the flow of information by screening and prioritizing incoming demands.
- Determine issues of priority and flag urgent situations; direct routine matters to intake staff.
- Track and follow up on issues or activities, ensuring they are addressed and resolved in an accurate and timely manner.
- Anticipate information needs and compile reports, confidential correspondence, memos, detailed reports and/or presentation slides.

- Develop and maintain OPCC intake services standards to ensure courteous, professional, equitable, efficient, and effective service to the public and to ensure intake staff are sensitive and responsive to the changing needs, expectations, and rights of a diverse public in the performance of their duties.
- Deliver intake services that incorporate trauma-informed and culturally safe considerations, and provide support to intake staff to ensure that the service meets this commitment.
- Provide advice to the Team Lead, Oversight Operations regarding OPCC Intake Policies and Procedures and ensure effective implementation of those policies and procedures.
- Ensure all information contained in the OPCC's case management system is updated and accurate as it relates to complaint and investigative information, and decisions with respect to police complaint files for the police departments within the Office's jurisdiction.
- Review all concluded files for compliance with data standards and internal business practices to ensure data entered is complete and accurate, address any missing/inaccurate information, and close the files in a timely fashion following adequate completion of quality control.
- Maintain strict confidentiality of case files and records and ensure information is recorded and filed in accordance with Government records management policies and standards.
- Maintain Question or Concern portfolio ensuring that the Questions or Concerns addressed by police departments are dealt with in a manner that satisfies the concerns brought forward by complainants and elevating any matter which appears to reflect a misconduct complaint to Team Lead, Oversight Operations in order to ensure that the matter is reviewed appropriately and effectively.
- Assign work, guide staff development and the completion of My Performance plans, and approves leave for reporting staff.
- Provide regular back-up to all reporting staff during breaks, annual and other leave, and as required based on operational need.
- Supervise and/or complete the organization of appropriate materials for meetings, briefings, conferences, appointments and/or interviews while ensuring security of confidential and restricted documents and information.
- Complete other tasks as assigned.

SELECTION CRITERIA:

Required Qualifications:

- University degree in a related field (e.g.: psychology, social work, Indigenous social work, counselling, mental health and addictions, social justice, etc.) plus 2 years' related experience; **OR**
- Diploma or post-secondary courses in a related field plus 3 years' related experience.
- Related experience includes the following:

- Providing client service to members of the public who may present with challenges, mental health disorders, physical or cognitive disabilities and/or personal crisis;
- Leading intake services and/or informing intake service standards or practices;
- Researching and analyzing information;
- Effective communication verbally and in writing.
- Minimum 1-year supervisory experience.
- Successful completion of Enhanced Security Screening will be required.
- Other equivalent combinations of education and experience *may* be considered.

Preferred Qualifications:

- Two years or more of supervisory experience.
- Experience or training in trauma-informed and/or cultural-safety practices.
- Experience drafting executive-level documents such as reports, briefing notes, letters, etc.
- Fluency in more than one language.
- Experience building relationships and/or providing client service to people with diverse lived experiences including, First Nations, Métis, Inuit and/or Indigenous, Black or racialized people, people with diverse gender identities or expressions, and/or people with disabilities.
- Applicants who self-identify as First Nations, Métis, Inuit and/ or Indigenous, Black or racialized, women, 2SLGBTQ+, people with diverse gender identities or expressions, and/or people with disabilities.

Proviso:

- Occasional travel may be required, including attending in community to provide intake services where appropriate.

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 organizational skills with the ability to meet deadlines, organize and prioritize high volumes of time sensitive and confidential work.
- Ability to effectively and professionally communicate both verbally and in writing.
- Knowledge and demonstrated ability to function in an applied leadership capacity.
- Ability to provide services that incorporate trauma-informed and culturally safe considerations into practice.
- 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 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 BEHAVIORAL COMPETENCIES:

- **Sustained Learning and Development** means continually increasing your ability to build and maintain respectful and effective relationships with Indigenous peoples. Central to this competency is appreciating that there are many other cultural understandings of knowledge and ways of working that have legitimacy and deserve respect—and therefore require our continual learning and development, including direct exposure to cultural and community ways.

It includes an eagerness to continually reflect upon and assess your own level of cultural agility and competence, self-awareness and expertise. It means being willing to learn in new and different ways and appreciating how diverse ways of thinking and acting can ensure the success of the BC Public Service in supporting Indigenous self-determination.

- **Process Orientation** places a priority on how things are done. It is a willingness to remain open and follow in new directions. It means setting aside mainstream ways of achieving results and instead following culturally respectful processes that also produce results. It is letting go of agendas or the need to control, and trusting that the appropriate outcome will emerge from a good journey together. It means accepting that both the use of process orientation and a good relationship are concrete results.

PUBLIC SERVICE BEHAVIORAL COMPETENCIES:

- **Business Acumen** is the ability to understand the business implications of decisions and the ability to strive to improve organizational performance. It requires an awareness of business issues, processes and outcomes as they impact the client's and the organization's business needs.
- **Organizational Commitment** is the ability and willingness to align one's own behavior with the needs, priorities and goals of the organization, and to promote organizational goals to meet organizational needs.
- **Planning, Organizing and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.
- **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.
- **Developing Others** involves a genuine intent to foster the long-term learning or development of others through coaching, managing performance and mentoring. Its focus is on developmental intent and effect rather than on a formal role of training.
- **Improving Operations** is the ability and motivation to apply one's knowledge and past experience for improving upon current modes of operation within the Office. This behaviour

ranges from adapting widely used approaches to developing entirely new value-added solutions.

- **Self-Control** – the ability to keep one’s emotions under control and restrain negative actions when provoked, faced with opposition or hostility from others, or when working under stress. It also includes the ability to maintain stamina under continuing stress.
- **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.

Office of the Police Complaint Commissioner

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

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