OPCC
OFFICE OF THE POLICE COMPLAINT COMMISSIONER

Integrity
Independence
Fairness

Intake Supervisor
Band 1
Salary range: $65,300.21 - $93,100.19
Regular, Full-Time
Vancouver or Victoria, BC

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.

Qualifications

This position will be of interest to applicants who demonstrate the following:

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. legitimate

- 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.

Complete qualifications, including competencies, are outlined in the job profile, which can be found linked at the bottom of this page.

This posting is for one permanent, full-time position. An eligibility list for similar temporary or permanent future opportunities may be established. Temporary positions may become full or part-time, permanent status. This position is excluded from union membership. This position will be full-time in-office. Hybrid work arrangements are not being considered at this time for this position. Occasional travel and/or telework may be required.

The OPCC seeks to foster an inclusive work environment that values diversity, equity, inclusivity and respect. It is our goal to have a workforce that reflects the British Columbians we serve. To support employment equity and diversity in the workplace, we welcome applications from all groups. This includes women, visible minorities, Indigenous Peoples, persons with disabilities, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), and others who may contribute to diversity in the BC Public Service. Qualified applicants from under-represented groups are encouraged to apply.

Applicants who identify as Indigenous may choose to seek assistance with their application by accessing the Indigenous Applicant Advisory Service available through the BC Public Service.

Financial assistance may be offered as part of the total compensation package for successful candidate(s) that must relocate to Victoria/Vancouver. Relocation allowances will be in accordance with the information here.

TO APPLY:

Your application package must be in Word or PDF format and submitted by email to Recruitment@opcc.bc.ca, quoting the competition number 121090 in the subject line.

To apply for this position, you must submit a complete application package, which includes:

1) Your resume
2) A completed Employment Application Form

Your application package must **clearly** demonstrate how your education and experience meet the position requirements and preferred qualifications. You must identify which positions you are relying upon to meet the criteria of relevant experience and how the position meets that criteria. In describing your education and experience, please pay particular attention to the job profile, including the competencies and qualifications. The OPCC recognizes unique styles, perspectives, beliefs and creativity that support a diverse, respectful, inclusive and collaborative work environment. Please note that any submitted documentation beyond the required application package contents outlined above will not be considered and will be removed from your application.

Following the instructions above, only those applications received by **12:00 pm PT (noon) on Wednesday, October 1st, 2025** will be considered. 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. Your resume and Employment Application Form may be evaluated as part of the screening process with respect to the position requirement to be able to communicate in writing in an effective and clear manner. Candidates may be required to complete a written assignment or other assessment(s) as part of the selection process.

NOTES:

- To apply for this position, you must be eligible to work in Canada. You must be a

Canadian citizen or permanent resident of Canada or authorized in writing to work in Canada under the federal *Immigration Act*. For further information, please refer to the BC Public Service website.

- If your degree was obtained outside of Canada, you will need to confirm it has been assessed for equivalency through a recognized Canadian Credential Evaluation Service. Education credentials will be subject to verification before an offer of employment is made and will be requested if required.

If you have questions related to the application process, please email the HR team at **Recruitment@opcc.bc.ca,** quoting the competition number **121090** in the subject line.

By submitting your application, you confirm that you have worked on it independently and you have not used AI technology or paraphrasing technology to prepare it.

Office of the Police Complaint Commissioner

Effective and accessible civilian oversight that builds trust in police accountability.

www.opcc.bc.ca