

PSA-2017-73070

Requisition 3696

Open Date: March 24, 2011

Close Date: April 07, 2011

Requisition 12548

Open Date: August 20, 2012

Close Date: September 09, 2012

Requisition 18031

Open Date: February 04, 2014

Close Date: February 18, 2014

Requisition 17889

Open Date: January 28, 2014

Close Date: February 11, 2014

CREATE REQUISITION: NON-INTEGRATED REQUISITION (RECRUITER USE ONLY)**Position Details**

Req #:	3696
Position Number:	00010278
Ministry ADM:	
Hiring Manager:	Colleen Koch
Position Classification:	Administrative Officer R21
Ministry / Organization:	BC999 - Other Public Sector
Ministry Branch / Division:	Public Guardian and Trustee
Full/Part Time:	Full-time
Employee Class (not posted):	Regular Full Time
Job Type (displayed on posting):	Regular Full Time
Temporary End Date:	
FTE:	1
Location:	Vancouver
Multiple Locations:	Vancouver
Salary Plan:	GEU
Job Grade:	21A
Union Code:	

Position Options & Status

Posting Title:	ADMN O 21R - Case Manager - Public Guardian and Trustee
Job Profile:	<u>10278 Case Manager Greater Vancouver STA 2006 .doc</u>
Requisition Image:	
Job Summary:	

Case Manager**Salary \$51,290.00 to \$58,511.52 annually****This position is geographically restricted to the Greater Vancouver Area****A unique and vital mission...unique and vital careers**

The Public Guardian and Trustee is an independent statutory corporation sole and acts under provincial legislation to protect the legal rights and interests of children, vulnerable adults and deceased and missing persons. Promoting family involvement in securing protection for individuals or their estates is priority one for the Public Guardian and Trustee.

Our clients are adults who require assistance in managing or making decisions regarding their personal, health-related, financial or legal affairs. In your role as Case Manager, you will deliver a wide range of individualized services to, or on behalf of, vulnerable adults requiring assistance in managing and making decisions in these areas. You will ensure your clients' assets are protected from financial abuse and that their finances are directed to meet their daily needs.

The position requires a keen understanding of the federal and provincial statutes and Acts informing and affecting service delivery and a good deal of sound judgement. Professional yet supportive, you will require skilled decision-making to negotiate the delicate balance between your clients' right to self-determination and their best interests. You will also forge effective working relationships with clients and their family members, with various levels of government, as well as with stakeholders from the wider community in order to execute your role.

As our ideal candidate you hold a degree in social work, law, psychology, gerontology, sociology or a related field along with a minimum of three years of experience serving vulnerable persons. An equivalent combination of education and experience will also be considered. A working knowledge of the roles of health, social and other government agencies is also desired. You have experience managing a high volume caseload and dealing with sensitive, complex cases.

For complete details on this opportunity, please review the attached job profile. Applications may be considered for other similar current and future vacancies, including permanent and/or temporary positions in various locations. A criminal record check and security clearance check are required, click [here](#) for more information.

Only applications submitted using the BC Public Service Recruitment System on this website will be accepted.

Job Qualifications:

To be considered for this position, applicants must clearly indicate that they have the following:

- A degree in social work, law, psychology, gerontology, sociology, or a related field and a minimum of three years of experience servicing vulnerable persons or an equivalent combination of education and experience. Post graduate degree is preferred.
- Working knowledge of the roles of health, social and other government agencies
- Proficiency with Microsoft Office (Outlook, Word, Excel and PowerPoint) and Internet Explorer
- Experience managing an active caseload

Comments (Internal use only): Post Mar 24 for 2 weeks Close April 6 HM will screen HC will calculate relatively equal and monitor review period. HM advises that PGT will do their own letters and this is not negotiable

Job Status: Pending

Category: Administrative Services

Post Date: 2011-03-24

Close Date: 2011-04-07

Planned Referral Date: 2011-04-08

Planned Offer Date: 2011-05-31

Recruitment Team: Corporate services and management

Recruiter Assigned: Lynn McKenna

Job Seeker can view Recruiter info? Yes

Restricted Pools:

Bypass Requisition Approval?

Isolation Allowance: No

Temporary Market Adjustment (TMA): No

Criminal Record Check Required? Yes

Close Window



PUBLIC GUARDIAN AND TRUSTEE OF BRITISH COLUMBIA

POSITION DESCRIPTION Public Guardian and Trustee

POSITION TITLE:	Case Manager	POSITION NUMBER(S):	00010278 00014988 00011671 00011684 00057344
DIVISION: (e.g., Division, Region, Department)	Services to Adults		
UNIT: (e.g., Branch, Area, District)	Client Services – Greater Vancouver Regional Office	LOCATION:	Greater Vancouver
SUPERVISOR'S TITLE:	Regional Manager	POSITION NUMBER	00009626
SUPERVISOR'S CLASSIFICATION:	Business Leadership	PHONE NUMBER:	604-660-4448
FOR AGENCY USE ONLY		NOC CODE:	
APPROVED CLASSIFICATION:		CLASS CODE:	
ENTERED BY:		PHONE NUMBER:	

PROGRAM (OPTIONAL)

The Public Guardian and Trustee strives to promote family involvement in securing appropriate protection for individuals or their estates. The Public Guardian and Trustee administers the estates and the legal, financial and other affairs of deceased or vulnerable persons where no other person is willing to step in and assist. The Public Guardian and Trustee must observe prudent business practices and is bound by the fiduciary principles of a trustee, ultimately accountable to the Court. The services of the Public Guardian and Trustee extend to clients resident throughout the province and less frequently in other provinces and countries throughout the world.

The Public Guardian and Trustee's philosophy and management goals embrace the principles of superior performance and image; holistic client service; purposeful, effective and efficient operations; and proactive communication with stakeholders.

The Client Services Section delivers direct services to vulnerable adults under such authority as Committee of Person, Committee of Estate, Representative, Support & Assistance Court Orders, Power of Attorney and Pension Trusteeship in order to make decisions on behalf of a vulnerable adult that closely approximate the decision the adult would want to make for him/herself.

PURPOSE OF POSITION

To deliver a wide range of individualized services to or on behalf of vulnerable adults who require assistance in managing and making decisions about their personal, health, financial, or legal affairs by ensuring all assets are protected and that clients living in the community are not vulnerable to financial abuse and daily needs are met.

NATURE OF WORK AND POSITION LINKS

Makes decisions balancing the clients' right to self-determination with their best interests. Must establish and maintain professional relationships with clients and family, financial institutions, provincial health authorities, provincial ministries, professionals, federal departments, and internal PGT professionals & departments to provide pro-active and individual service to vulnerable adults.

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

- Develops implements and monitors individualized case management plans for up to 250 clients.
- Makes client centered decisions regarding all aspects of the clients' financial, legal and personal affairs.
- Promotes and facilitates clients' right to self-determination including re-assessments of clients' capability.
- Develops close networks with other professionals to ensure that clients' needs are met.
- Resolves conflict (can include family, stakeholders, financial abusers, etc) in informal and/or quasi-judicial settings and mediates disputes between family members, clients, landlords, stakeholders, etc.
- Negotiates contracts and monitors the delivery of services under contract designed to meet clients' needs and enhance their quality of life.
- Protects, manages, sells and purchases client assets as a fiduciary (stocks, real property, medical equipment, vehicles, etc).
- Investigates entitlements to and advocates for financial and social benefits on behalf of clients.
- Approves or denies all requests for client expenditures
- Researches, investigates, analyzes and documents client facts to appropriately manage clients' financial, legal and personal affairs.
- Instructs legal counsel on all client legal affairs.
- Represents client in legal matters by attending Court, mediation settlements, pre-trial conferences, examination for discovery on behalf of clients.
- Collaborates with outside agencies on investigations of abuse and neglect of vulnerable clients and determines whether the PGT should act as Committee of Person
- Partners with government and community representatives in the development of programs and protocols targeted for improving services to vulnerable adults
- Consents or refuses to provide consent to health care treatment (medication, nutrition-feeding tubes, dental work, surgeries, care plans, palliative care, etc) and makes personal decisions within an ethical and legal framework that balances the clients' right to self-determination and best interests when acting as Committee of Person.
- Provides guidance on the interpretation and application of the various pieces of legislation to family members, professionals, and general public, including providing public presentations.
- Exercises discretion and judgment in determining whether PGT should continue to act on behalf of a client. This includes whether or not it is in the best interests of the client to discharge the Pat's authority to a previous Power of Attorney or Representative to the client, or to support or oppose the private appointment of a Committee.
- Notifies and provides support to family, friends, and professionals of a client's death.
- Makes and/or facilitates funeral arrangements taking into account the clients' pre-expressed wishes, religious, cultural beliefs, and financial means.
- Leads or participates in a variety of departmental and divisional committees to review policy, procedures and business processes in an effect to improve service delivery to clients.
- Delivers comprehensive training to new staff and provides ongoing mentorship.

FINANCIAL RESPONSIBILITY

- Responsible for decisions on all clients' assets including real property. PGT manages 600 million in assets throughout the province of BC.
- Discretion in disbursement up to \$50,000 without supplemental approval.
- Provides audit approval to authorize the release of all disbursement.
- Spending authority up to \$1500 to create overdraft (debt owing to the PGT).
- Manages a balanced monthly budget of income and expenses for all clients.
- Ensures that PGT commissions, liabilities, and fees are collected from clients.
- Conducts disposition of assets such as real property and decides on ultimate price for the sale
- Negotiate contracts for services to our clients. PGT disburses approximately 2.8 million in client funds on service contracts per year province wide.
- Develop client investment plan in consultation with Regional Financial Officer and PGT Investment Department

DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)

Role	# of Regular FTE's	# of Auxiliary FTE's
Case Manager Job Description		

Directly supervises staff	0	0
Supervises staff through subordinate supervisors	0	0

PROJECT /TEAM LEADERSHIP OR TRAINING (Check the appropriate boxes)

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers <input type="checkbox"/>		Provides formal training to other staff <input checked="" type="checkbox"/>	
Lead project teams <input checked="" type="checkbox"/>		Assigns, monitors and examines the work of staff <input type="checkbox"/>	

SPECIAL REQUIREMENTS

- Class 5 driver's license.
- Security clearance checks are a condition of employment in this position. Please refer to PGT documents, policy #404 and procedure #404, for a complete list of the mandatory security checks required

TOOLS / EQUIPMENT

Computer trust system
Microsoft Office
Case Management System

WORKING CONDITIONS

- Travels alone within assigned geographical region of province with little notice (via plane, train, SUV, ferry, bus, taxi, etc) and conducts home visits to clients with some clients living at risk often with neglectful environmental conditions which includes garbage, pests, human or animal waste, chemicals, drug paraphernalia, etc.
- Attends hospital and care facility settings that have a high propensity for contagions
- High stress work environment dealing with angry and hostile family members and clients on a regular basis

COMMENTS

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PREPARED BY

NAME: Colleen Koch	DATE: March 22, 2011	
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EXCLUDED MANAGER AUTHORIZATION

I confirm that: <ol style="list-style-type: none"> 1. the accountabilities / deliverables were assigned to this position effective: March 22, 2011. 2. the information in this position description reflects the actual work performed. 3. a copy has / will be provided to the incumbent(s). 		
NAME: Kimberly Azyan	SIGNATURE:	DATE:

SELECTION CRITERIA

- A degree in social work, law, psychology, gerontology, sociology, or a related field and a minimum of three years of experience servicing vulnerable persons or an equivalent combination of education and experience.
- Experience managing an active caseload
- Post graduate degree is preferred.
- Working knowledge of the roles of health, social and other government agencies.
- Proficient with Microsoft Office (Outlook, Word, Excel and PowerPoint) and Internet Explorer

RATED QUALIFICATIONS:

KNOWLEDGE:

- Working knowledge of the roles of health, social and other government agencies, and ethnic/cultural/religious issues.
- Good knowledge of the Public Guardian and Trustee of British Columbia, including its goals and philosophy.
- Working knowledge of the *Public Guardian and Trustee Act, Patient's Property Act, Power of Attorney Act, Wills Variation Act, Adult Guardianship Act, Health Care Consent and Care Facilities Admissions Act* and other federal and provincial statutes which directly or indirectly affect the operations of the Public Guardian and Trustee policies and business practices relevant to trust management.
- Basic knowledge of legal implications related to criminal activity to identify and analyze risks and issues and consult with legal counsel.
- Basic awareness of law to identify client related risks and issues for legal counsel.
- General knowledge of legal and financial terminology and issues.
- Working knowledge of medical terminology.
- Extensive knowledge of community based health and social service agencies in order to assist in ensuring the well-being of clients as well as identifying all benefits available.
- Good working knowledge of financial management and case management.

Skills and Abilities:

- Strong analytical skills to investigate analyze and interpret complex situations and information pertaining to all aspects of a vulnerable person's life.
- Ability to manage client's (vulnerable adult where the Public Guardian and Trustee is committee of Estate or Committee of Person) financial and legal affairs for complex difficult or sensitive cases including acting as a substitute decision-maker.
- Ability to research the previous behaviour and background of a client.
- Good financial management/accounting skills.
- High degree of judgment.
- Skilled in mediation, investigation, public presentation and prioritization.
- Strong research, report writing and information gathering skills.
- Ability to work as part of a self-directed regional team.
- Strong organizational skills.
- Exceptional written and verbal communication and interpersonal skills, including the ability to appear in Court as a witness, conduct potentially sensitive interviews with clients and their representatives; and
- Strong ability to prioritize urgent client related issues.
- A high level of financial and administrative skills in orders to effectively plan financial and budgetary strategies and actions for clients/designates as well as to represent them and manage all their assets.
- Assessment skills.
- Experience using a case management system

CREATE REQUISITION: REQUISITION**APPROVER(S) SELECTED:**

Name	Date	Approved
Mindy Johal	8/15/2012	Approved
Ann Evans Locker	8/16/2012	Approved

Position Details

Req #:	12548
Position Number:	00101162
Ministry ADM:	Jeff Vasey
Hiring Manager:	Daryn Martiniuk
Position Classification:	Applied Leadership
Ministry / Organization:	BC131 - Ministry of Housing
Ministry Branch / Division:	Residential Tenancy Branch/Office of Housing & Construction Standards
Ministry approval to hire:	Yes
Full/Part Time:	Full-time
Employee Class (not posted):	Regular Full Time
Job Type (displayed on posting):	Regular Full Time
Temporary End Date:	
FTE:	1
Location:	Burnaby
Salary Plan:	MGT
Job Grade:	M1

Position Options & Status

Posting Title:	APPL LEAD - Dispute Resolution Officer
Job Profile:	<u>12548_15979_DRO_Job_description_Revised_August_20_12_1_.docx</u>
Requisition Image:	
Job Summary:	
Dispute Resolution Officer Salary up to \$76,743 annually This opportunity is geographically restricted to Burnaby, BC	
Bring your judicial experience to this role where your binding decisions provide fair outcomes for landlords and tenants	
<p>The Residential Tenancy Branch provides dispute resolution services to landlords and tenants. You will provide clear, concise and well-reasoned written decisions for the hearings you conduct in order to bring about timely and effective dispute resolution. In addition to an accurate interpretation and application of legislation, policies, procedures and other directives, your judgements will reflect your ability to apply the theories and principles of administrative law, rules of evidence, common law, contract law and administrative fairness/natural justice.</p> <p>As a high-level decision maker, you will make critical decisions which can be both difficult and demanding on many levels. Using your stellar communication and listening abilities, and by conducting your hearings in a courteous, respectful and effective manner, you are easily able to diffuse volatile or emotional situations while remaining neutral.</p>	
HOW TO APPLY:	
Do not submit a cover letter with your application as it will not be reviewed. Please ensure your resume has all the information applicable to this competition.	
For complete details on this opportunity, please review the attached job profile. Applications may be considered for other similar current and future vacancies, including permanent and/or temporary positions in Burnaby. An eligibility list may be established. A criminal record check will be required.	
As part of the application process you will be prompted to fill out a questionnaire which must be completed in order for your application to be considered. You will not be able to go back at a later time	

to complete the questionnaire so please allot up to 20 minutes to fill it out after submitting your resume.

Shortlisted candidates from the Questionnaire will be invited to participate in a written exercise where you will be required to substantiate the experience you have identified in the questionnaire. Candidates must refer to experiences listed in their resumes; the hiring panel will be referring to your resumes to validate the experience listed.

If you are interested in this position and you plan on applying, please visit the [Frequently Asked Questions](#) page for tips on creating or updating your profile, searching for job opportunities and applying to postings.

Only applications submitted using the BC Public Service Recruitment System on this website will be accepted.

The BC Public Service is committed to diversity and inclusion in our workplace. As part of that commitment, we welcome and support diverse talents throughout our organization. For more information on how diversity works in the BC Public Service, please visit our [diversity](#) page.

I certify that all information submitted is true, complete and correct. I understand that any information provided by me in my application, any assessment documents or processes and/or an interview that is found to be false or misrepresented in any respect, may eliminate me from further consideration for employment or may result in my dismissal.

Job Qualifications:

To be considered for this position your resume must clearly demonstrate that you have the following:

- A minimum of five years experience (preference may be given to applicants with experience within the last 10 years) making independent and final decisions based on fact and law, or an equivalent combination of experience and training.
- Demonstrated experience in the interpretation and application of legislation, policies, procedures and other directives.
- Demonstrated experience in exercising independent judgement and using own initiative in making decisions.
- Demonstrated experience in using effective verbal and written communication skills and active listening skills.
- Preference may be given to applicants with demonstrated experience dealing with contested applications.

Applicants who move forward in the process may be assessed on the criteria on the job description including:

- Ability to apply the theories and principles of administrative law, rules of evidence, common law, contract law and administrative fairness/natural justice.
- Ability to diffuse volatile situations with difficult, upset and often irate clients while focusing on fair outcomes.
- Ability to gather and secure relevant information using effective listening skills.
- Ability to work both independently and in a team setting.
- Ability to effectively organize a heavy workload.
- Ability to effectively meet tight deadlines.

Competencies:

- Teamwork and Cooperation
- Service Orientation
- Results Focus
- Analytical Thinking
- Self Confidence
- Listening, Understanding and Responding
- Flexibility
- Problem Solving/Judgement

Willingness Statements:

- Occasional travel is required
- May work with angry or distressed clients.

Comments (Internal use only): We have a questionnaire that we have used in the past. We also have a written assignment that we will be assessing those candidates who have screened past the questionnaire. We have approval to post externally; please provide the PSA required form at your earliest opportunity. Dispute Resolution Officer Salary: Applied Leadership up to \$76,743 Geographically Restricted Bring your judicial experience to this role where your binding decisions provide fair outcomes for landlords and tenants The Residential Tenancy Branch provides dispute resolution services to landlords and tenants. You will provide clear, concise and well-reasoned written decisions at the

hearings you conduct in order to bring about timely and effective dispute resolution. In addition to an accurate interpretation and application of legislation, policies, procedures and other directives, your judgements will rely upon your ability to apply the theories and principles of administrative law, rules of evidence, common law, contract law and administrative fairness/natural justice. As a high-level decision maker, you will make critical decisions which can be both difficult and demanding on many levels. Using your stellar communication and listening abilities, and by conducting your hearings in a courteous, respectful and effective manner, you are easily able to diffuse volatile or emotional situations while remaining neutral. Prior to applying, please view the attached job profile for a complete list of duties and qualifications. Applications may be considered for other current and future vacancies, including permanent and/or temporary positions in various locations. A criminal record check will be required. Job Qualifications: To be considered for this position, applicants must clearly indicate that they have the following: A minimum of five years experience making independent and final decisions based on fact and law, or an equivalent combination of experience and training. Demonstrated experience in the interpretation and application of legislation, policies, procedures and other directives. Demonstrated experience in exercising independent judgement and using own initiative in making decisions. Demonstrated experience in using effective verbal and written communication skills and active listening skills. Ability to apply the theories and principles of administrative law, rules of evidence, common law, contract law and administrative fairness/natural justice. Ability to diffuse volatile situations with difficult, upset and often irate clients while focusing on fair outcomes. Ability to gather and secure relevant information using effective listening skills. Ability to work both independently and in a team setting. Ability to effectively organize a heavy workload. Ability to effectively meet tight deadlines. Public Service Core Competencies: Teamwork and Cooperation: requires the ability to work cooperatively with all levels of staff and diverse work groups across the organization to achieve group and organizational goals. Service Orientation: requires understanding the services needs of a client/customer who may include the public, colleagues, partners, co-workers, peers, branches, ministries and other government organizations and agencies and actively focus anticipating, meeting and exceeding their needs in a timely and appropriate manner. Results Focus: requires taking action to achieve challenging goals or high standards. It is focusing on the desired outcomes, setting challenging goals and taking action to meet or exceed them. Specific competencies: Analytical Thinking: requires the ability to analyze a situation, identify key issues/deficiencies, determine the problem and resolve the issue in a decisive manner. Self Confidence: requires the belief in one's own capability to accomplish a task and select an effective approach to a task or program. This includes confidence in one's ability as expressed in increasingly challenging circumstances and confidence in one's decision or opinion. Listening, Understanding and Responding – requires the ability to accurately listen and understand, and then respond appropriately when interacting with individuals and groups. Flexibility: requires the ability and willingness to adapt to and work effectively with a variety of diverse situations and diverse individuals or groups. Problem Solving/Judgement – requires the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.

Job Status: Pending

Category: Leadership and Management

Post Date: 2012-08-20

Close Date: 2012-09-09

Planned Referral Date: 2012-09-10

Planned Offer Date: 2012-10-01

of Openings: 1

Recruitment Team: Corporate services and management

Recruiter Assigned: Mindy Johal

Job Seeker can view Recruiter info? No

Restricted Pools:

Bypass Requisition Approval?

Isolation Allowance: No

Temporary Market Adjustment (TMA): No

Security Screening Required?

Security Requirement Type:

Should the security

screening information be incomplete or incorrect, please proceed with the requisition submission and inform your recruiter of any discrepancy.

Last Review Date:

Close Window

POSITION TITLE:	Dispute Resolution Officer (Applied Leadership)	POSITION NUMBER(S):	various
DIVISION: (e.g., Division, Region, Department)	Office of Housing and Construction Standards		
UNIT: (e.g., Branch, Area, District)	Residential Tenancy Branch	LOCATION:	Victoria, Burnaby, Kelowna
SUPERVISOR'S TITLE:	Team Leader, Dispute Resolution	POSITION NUMBER	
SUPERVISOR'S CLASSIFICATION:	Applied Leadership	PHONE NUMBER:	

PROGRAM

The Residential Tenancy Branch is part of the Office of Housing and Construction Standards in the Ministry of Energy and Mines and Minister Responsible for Housing. The Branch promotes successful tenancies by providing high quality plain language information to landlords and tenants about their rights and responsibilities and by delivering timely, neutral dispute resolution services to landlords and tenants.

PURPOSE OF POSITION

The dispute resolution officer is responsible for providing landlords and tenants with an orderly, timely and effective dispute resolution process. This position conducts hearings in a courteous, respectful and effective manner and provides clear, concise and well-reasoned written decisions within established time limits. The position may also encourage settlements between landlords and tenants.

NATURE OF WORK AND POSITION LINKS

Reporting to the Team Lead, Dispute Resolution, the dispute resolution officer works in a dynamic and often highly volatile environment and must use a high level of discretion and judgment. In all cases, the dispute resolution officer must remain neutral throughout the hearing process.

The work requires independent decision making combined with the ability to diffuse volatile situations and deal effectively with emotionally charged individuals while focusing on fair outcomes. The dispute resolution officer works in a high volume, demanding and fast-paced environment and must be able to respond promptly to changing priorities and deadlines.

Key Links include:

Director of Operations and Dispute Resolution Team Lead – to set priorities and discuss dispute resolution service delivery and administration

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

Exercises delegated authority from the Director of the Residential Tenancy Branch and is responsible for providing dispute resolution services by

- Conducting hearings to resolve disputes between landlords and tenants at in-person, teleconference or written hearings; ensuring administrative policy and rules of administrative fairness are upheld in dispute resolution processes.
- Ensuring that dispute resolution hearings are conducted in accordance with the legislation, Rules of Procedure, principles of natural justice and the common law, and independently making decisions regarding residential tenancy issues, including requests for orders of possession, claims for compensation, claims against security deposits, counterclaims and various disputes about terms and conditions of tenancy agreements.

- Interpreting and applying the legislation and landlord and tenant common law to deliver high quality, timely and effective dispute resolution services.
- Reviewing and analyzing facts and evidence, assessing the relevance and credibility of witnesses and making final and binding decisions that are consistent with the legislation and common law.
- Preparing clear, concise and well-reasoned written orders and decisions consistent with relevant residential tenancy law; uploading decisions and orders to the RTB Case Management System, recording hearing time and other statistical data, and ensuring files are closed appropriately.

FINANCIAL RESPONSIBILITY

None

DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff		0
Supervises staff through subordinate supervisors		

PROJECT /TEAM LEADERSHIP OR TRAINING (Check the appropriate boxes)

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers <input type="checkbox"/>		Provides formal training to other staff <input type="checkbox"/>	
Lead project teams <input type="checkbox"/>		Assigns, monitors and examines the work of staff <input type="checkbox"/>	

TOOLS / EQUIPMENT

Must use standard office equipment and software.

WORKING CONDITIONS

Occasional travel is required.

May work with angry or distressed clients.

Organization Chart:

Residential Tenancy Branch DISPUTE RESOLUTION SERVICES



SELECTION CRITERIA

Education and Related Experience

A minimum of five years experience (preference may be given to applicants with experience within the last 10 years) making independent and final decisions based on fact and law, or an equivalent combination of experience and training.

Demonstrated experience in the interpretation and application of legislation, policies, procedures and other directives

Demonstrated experience in exercising independent judgement and using own initiative in making decisions

Demonstrated experience in using effective verbal and written communication skills and active listening skills

Preference may be given to applicants with demonstrated experience dealing with contested applications

Skills and Abilities

Ability to apply the theories and principles of administrative law, rules of evidence, common law, contract law and administrative fairness/natural justice

Ability to diffuse volatile situations with difficult, upset and often irate clients while focusing on fair outcomes

Ability to gather and secure relevant information using effective listening skills

Ability to work both independently and in a team setting

Ability to effectively organize a heavy workload

Ability to effectively meet tight deadlines

Competencies:

Teamwork and Cooperation: requires the ability to work cooperatively with all levels of staff and diverse work groups across the organization to achieve group and organizational goals.

Service Orientation: requires understanding the services needs of a client/customer who may include the public, colleagues, partners, co-workers, peers, branches, ministries and other government organizations and agencies and actively focus anticipating, meeting and exceeding their needs in a timely and appropriate manner.

Results Focus: requires taking action to achieve challenging goals or high standards. It is focusing on the desired outcomes, setting challenging goals and taking action to meet or exceed them.

Analytical Thinking: requires the ability to analyze a situation, identify key issues/deficiencies, determine the problem and resolve the issue in a decisive manner.

Self Confidence: requires the belief in one's own capability to accomplish a task and select an effective approach to a task or program. This includes confidence in one's ability as expressed in increasingly challenging circumstances and confidence in one's decision or opinion.

Listening, Understanding and Responding – requires the ability to accurately listen and understand, and then respond appropriately when interacting with individuals and groups.

Flexibility: requires the ability and willingness to adapt to and work effectively with a variety of diverse situations and diverse individuals or groups.

Problem Solving/Judgement – requires the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.

Willingness Statements:

- Occasional travel is required
- May work with angry or distressed clients.

CREATE REQUISITION: REQUISITION**APPROVER(S) SELECTED:**

Name	Date	Approved
Carlo Desiderio	1/20/2014	Approved

Position Details

Req #:	18031
Position Number:	00016062
Ministry ADM:	
Hiring Manager:	Donna Lister
Position Classification:	Administrative Officer R21
Ministry / Organization:	BC010 - Ministry of Justice SG
Ministry Branch / Division:	Liquor Control and Licensing
Ministry approval to hire:	Yes
Full/Part Time:	Full-time
Employee Class (not posted):	Regular Full Time
Job Type (displayed on posting):	Regular Full Time
Temporary End Date:	
FTE:	1
Location:	Vancouver
Salary Plan:	GEU
Job Grade:	21A

Position Options & Status

Posting Title:	ADMN O 21R - Liquor Inspector
Job Profile:	<u>Liquor Inspector JD 2013.docx</u>
Requisition Image:	<u>*Cover Letter</u>
Job Summary:	
<p>Liquor Inspector Salary \$53,372.71 - \$60,887.47 annually</p> <p>Use your expertise to ensure public safety</p> <p>We are seeking a qualified individual for the role of Liquor Inspector for our Vancouver location. Along with the specific qualifications detailed in the attached job description, the successful candidate will possess the skills necessary to effectively defuse volatile situations through the use of tact, persuasiveness and diplomacy. Regular weekend and night work is the norm, so if you thrive in a role that doesn't revolve around the usual nine-to-five workday, this could be just what you're looking for.</p> <p>As a Liquor Inspector, your primary role is to inspect licensed establishments to ensure public safety through compliance with the relevant legislation. Your responsibilities will include assuring the development of security plans; liaising with licensees, local government and police; gathering and presenting evidence for use in administrative hearings; and, at times, leading a team of other inspectors in enforcement and compliance activities. You will also apply your mediation and negotiation skills as you work to resolve social issues between stakeholders in licensed establishments and neighbouring residents and/or businesses.</p> <p>For complete details on this opportunity, please review the attached job description. To learn more about this opportunity, please contact: Donna Lister at: Donna.Lister@gov.bc.ca. For technical problems or problems submitting your resume, please email BCPSA.Hiring.Centre@gov.bc.ca.</p> <p>Preference may be given to internal applicants.</p>	
<p>HOW TO APPLY:</p> <p>***Only applications submitted using the BC Public Service Recruitment System on this website will be accepted.***</p> <p>Do not submit a cover letter with your application as it will not be reviewed. Please ensure your resume has all the information applicable to this competition.</p>	

For complete details on this opportunity, please review the attached job profile. Applications may be considered for other similar current and future vacancies, including permanent and/or temporary positions in various locations. An eligibility list may be established. A criminal record check will be required.

As part of the application process you will be prompted to fill out a questionnaire which must be completed in order for your application to be considered. You will not be able to go back at a later time to complete the questionnaire so please allot up to 20 minutes to fill it out after submitting your resume.

If you are interested in this position and you plan on applying, please visit the [Frequently Asked Questions](#) page for tips on creating or updating your profile, searching for job opportunities and applying to postings.

The BC Public Service is committed to diversity and inclusion in our workplace. As part of that commitment, we welcome and support diverse talents throughout our organization. For more information on how diversity works in the BC Public Service, please visit our [diversity page](#).

I certify that all information submitted is true, complete and correct. I understand that any information provided by me in my application, any assessment documents or processes and/or an interview that is found to be false or misrepresented in any respect, may eliminate me from further consideration for employment or may result in my dismissal.

Job Qualifications:

In order for applicants to be considered for this position, their resume must clearly demonstrate that they have the following:

- A minimum of three years current (within the past 5 years) experience in a related compliance and enforcement environment when combined with a degree or diploma in a directly related discipline such as Law or Criminology and includes relevant coursework, OR
- Five years current (within the past 8) experience and substantial directly related training/education.

Experience for both the above criteria must include all of the following:

- Working with the application of policy and procedures to encourage voluntary compliance; and
- Independently conducting field based regulatory inspections in a non-institutional environment; and
- Gathering, assessing, and analyzing evidence; and
- Making decisions and recommendations regarding enforcement actions and penalties; and
- Giving direct evidence and withstanding cross examination; and
- Dealing with the public on complex and sensitive issues; and
- Dealing effectively with irate and hostile individuals while conveying information that they may not want to hear and to defuse volatile situations using tact, persuasiveness and diplomacy.

Special Requirements:

- Driver's license required.
- Must be eligible to obtain Special Provincial Constable status.

Comments (Internal use only): SR 140115-000489

Job Status:	Pending
Category:	Education Services
Post Date:	2014-02-04
Close Date:	2014-02-18
Planned Referral Date:	2014-02-19
Planned Offer Date:	2014-03-03
# of Openings:	1
Recruitment Team:	Corporate services and management
Recruiter Assigned:	Carlo Desiderio
Job Seeker can view Recruiter info?	No
Restricted Pools:	
Bypass Requisition Approval?	
Isolation Allowance:	No
Temporary Market Adjustment (TMA):	No
Security Screening Required?	Yes
Security Requirement Type:	Criminal Record Check
Should the security screening information be	

incomplete or incorrect,
please proceed with the
requisition submission
and inform your
recruiter of any
discrepancy.

Last Review Date: 2010-08-11

Close Window

POSITION DESCRIPTION

Ministry of Energy and Mines

POSITION TITLE:	Liquor Inspector	POSITION NUMBER(S):	Various
DIVISION: (e.g., Division, Region, Department)	Liquor Control and Licensing Branch		
UNIT: (e.g., Branch, Area, District)	Compliance and Enforcement Division	LOCATION:	Various
SUPERVISOR'S TITLE:	Regional Manager	POSITION NUMBER	Various
SUPERVISOR'S CLASSIFICATION:	ML5	PHONE NUMBER:	
FOR AGENCY USE ONLY		NOC CODE:	
APPROVED CLASSIFICATION:		CLASS CODE:	
ENTERED BY:		PHONE NUMBER:	

PROGRAM

The primary purpose of the Liquor Control and Licensing Branch is to regulate the public consumption of liquor in order to reduce the negative impacts associated with its misuse. Alcohol is a drug that, although generally viewed as a pleasant complement to social occasions, has addictive properties and is a cost driver in numerous justice, health and social welfare programs. The cost to BC taxpayers of alcohol misuse is estimate at almost \$1 billion annually. Alcohol is a contributing factor to 26% of level one assaults, 48% of spousal assaults, 60,000 incidents of impaired driving and 30% of motor vehicle fatalities. Careful control of the number and types of licensed establishments, and vigorous compliance and enforcement measures serve to mitigate these negative affects,

The Compliance and Enforcement Division of the branch is responsible for ensuring that the sale and consumption of liquor is conducted lawfully and in the interest of public safety and community considerations. Through its Liquor Inspectors the Division works with police agencies, other enforcement agencies, local governments, licensees and their associations to increase compliance with licensees through enforcement focussed on key public safety issues such as intoxication in licensed establishments, service to minors, overcrowding, illicit liquor and liquor-related community disturbances associated with licensed establishments. The Division is responsible for educating licensees, and also inspecting and investigating the operation of licensed establishments: determining the occurrence of non-compliance, gathering evidence of contraventions and taking enforcement action. The Division plays a crucial role in fulfilling the General Manager's responsibility under the *Liquor Control and Licensing Act* of supervising all licensed establishments and manufacturers of liquor.

PURPOSE OF POSITION

Maintains and enhances public safety and reduces or minimizes risks by inspecting licensees and fostering compliance with legislation and regulations, identifying, investigating and reporting on non-compliance and making decisions on appropriate course(s) of action. The position also performs a preventative and education role, maintains public relations by liaison with law enforcement and regulatory agencies, and provides advice to the licensees, other federal, provincial and municipal officials and the community.

NATURE OF WORK AND POSITION LINKS

The following manuals, legislation, documented procedural and policies control the performance of the Liquor Inspector: *Liquor Control and Licensing Act* and Regulations, Guides for Licensees, Written Policy Directives, Operational and Administrative Bulletins, Policy and Procedures Manuals, *Liquor Distribution Act*, *Fire Services Act*, *Health Act*, *Social Service Tax Act*, *Human Rights Act* and *Freedom of Information and Protection of Privacy Act*, Criminal Code of Canada.

There are over 9,000 liquor licenses within the province incorporating a large variety of licensed establishments including: pubs, bars, lounges, stadiums, nightclubs and restaurants that sell liquor by the glass and licensee retail stores that sell liquor by the bottle; breweries, distilleries and wineries to manufacture liquor, and agents to represent domestic and international manufacturers in selling products in BC; and UBrews and UVins to sell their customers the ingredients, equipment and advice they need to make their own beer, wine, cider or coolers.

The Liquor Inspector has responsibility for all licensees within an assigned geographical area of the province. In addition, there are over 1000 special occasion licenses for events involving more than 500 patrons issued on an annual basis and the Liquor Inspector is required to assure the development of a security plan, liaise with the licensee, local government and police and on occasion lead a team of other Liquor Inspectors in enforcement and compliance activities during the course of the special event.

The Liquor Inspector requires a sensitivity and appreciation for the legal rights of licensees and will work to resolve issues related to social dynamics that arise with establishment/community/neighbour interaction and to enhance positive relationships between them. The Liquor Inspector requires an awareness of 'the big picture' as it relates to shared needs and goals and will mediate, negotiate and sometimes enforce, disputes between licensed establishments and neighbouring residents/businesses.

The Liquor Inspector working independently under the general direction of the Regional Manager is the key contact and advisor for compliance and enforcement activities within an assigned area. The Liquor Inspector delivers the program throughout that area based on the Liquor Inspector analyzing compliance and other data and developing strategies to target establishments where compliance is at greatest risk.

The Liquor Inspector has the authority to search any licensed establishment and associated storage facilities and can seize illicit liquor and any financial or other records as appropriate. The Liquor Inspector exercises delegated authority to issue up to a twenty-four hour license suspension where appropriate.

The Liquor Inspector requires in-depth knowledge of the *Liquor Control and Licensing Act* and Regulations in order to provide expert interpretation of the Act to other law enforcement agencies and business organizations and is also required to keep up to date with hearing/court evidentiary requirements in order to develop appropriate case files and investigative procedures.

The Liquor Inspector issues violation tickets to the public and servers in licensed establishments for non-compliance with specified offences (e.g. permit a minor in premises or serving an intoxicated patron) under the LCLA and Regulations. The Liquor inspector independently investigates, analyzes evidence, and prepares for the court proceedings where a ticket is contested.

Position links:

- Licensed businesses: ensures that licensees comply with all applicable legislation, license terms and conditions/endorsements; conducts inspections and investigations into alleged non-compliance and ensures licensees understand their rights and responsibilities.
- Law Enforcement and other Regulatory Agencies: ensures effective working relationships are maintained; participates on investigations; shares information and resources; provides expert advice and information regarding the administration and interpretation of the Act and associated regulations; provides training for police officers.
- Local governments, chambers of commerce, beverage alcohol industry associations, public: educates and provides information regarding the administration of applicable Acts and Regulations; assists and trains by-law enforcement officers.
- Branch Advocate: recommends charges/penalties; provides detailed reports ensuring all procedures and policies have been followed in the investigation.

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

1. Conducts reviews and risk assessments of individual licensed establishments and develops strategies and tactics to address compliance risks; determines if/when inspections are necessary; plans, develops, implements, manages, and coordinates an inspection program to ensure compliance with legislation, regulations and other applicable requirements (including, but not limited to, hours of sale, minors, over-service, overcrowding and conditions of premise); prepares written/electronic documentation of each inspection; identifies problems and issues formal written contravention notices to licensees of violations under the Acts and Regulations; makes recommendations on a course of corrective action regarding inspections or complaints.
2. Establishes and maintains positive relationships with management and employees of licensed establishments; provides advice and guidance on how the licensee may best comply with the legislation and regulatory framework and minimize enforcement action; fosters awareness and educates the public, industry, liquor manufacturers, beverage alcohol industry associations, other enforcement agencies (e.g. police) concerning the administration of the Act and Regulations; develops and delivers training, seminars and briefings; acts as an expert resource to local government committee meetings, task forces, advisory councils, etc. regarding the administration of the Act and Regulations.
3. Maintains and accesses databases and uses computer software to analyze risks, identify problem establishments, develop inspection plans to address those risks, produce reports, correspondence, minister's letters, briefing notes, statistics, etc.
4. Monitors, reviews and analyzes the activities of liquor manufacturers and their agents and conducts specialized related investigations following from own analysis, public and/or police complaints; conducts interviews and meets

with industry representatives on activities related to the sale, promotion and advertising of liquor; reviews and analyzes financial and other documents related to purchase, sale, promotional and advertising activities; compiles information and determines appropriate response to complaint or issue.

5. Develops investigation plans regarding the operation of licensed establishments including determining scope and justification, identifying issues, sources of evidence, resources required, logistics and operational details in accordance with standards and practices consistent with case law, policy, and legislation; collects evidence by interviewing witnesses, obtaining and securing physical evidence; records information obtained during investigation in accordance with policies and information management requirements, government records management policies, and FOIPP legislation, independently controlling the evidence gathering process following criminal, and civil justice standards; prepares reports and briefs necessary for holding enforcement hearings; attends hearings as expert witness; prosecutes violation tickets in criminal court proceedings; on occasion, functions as an advocate in presenting the Branch's case at enforcement hearings.
6. Collects evidence directly or indirectly of unlawful activity occurring within licensed establishments or associated with the conduct of licensees, analyzes the evidence and writes detailed reports which meet the legal requirements for a *prima facie* case under the *Liquor Control and Licensing Act*, recommends enforcement action (if warranted) and appropriate administrative sanctions.
7. Leads or participates in inspection/investigative teams with other Liquor Inspectors, other enforcement agency personnel (e.g. police), and/or other agencies (e.g. fire, health); provides direction, schedules, assigns and evaluates work of Agents (young persons under the age of 25 hired to verify that licensees are complying to the requirement to request ID from young patrons), carries out covert stationary and mobile surveillance of licensed establishments and manufacturers, including the delivery of liquor and other materials to licensed establishments;
8. Investigates incidents where an intoxicated patron has been involved in a serious incident (e.g. motor vehicle accident, assault, etc.); interviews witnesses (staff, other patrons) to determine if the licensee permitted the person to become intoxicated in violation of Section 43(2) of the Act.
9. Leads/participates in special projects involving new initiatives, pilot projects and/or reviews of legislation, regulations, policies and procedures.
10. While in an overt or covert basis independently gathers evidence, analyses and assesses the evidence, and where any ambiguity exists takes the necessary next steps such as interviewing witnesses or analyzing false identification, maintains evidentiary chain of custody, and determines whether to proceed administratively against a licensee or by way of a violation ticket to a server or patron acting contrary to ticketable offences under the LCLA. Where proceeding by way of violation ticket, is responsible for responding to any challenge and preparing the evidence to present in criminal court.

FINANCIAL RESPONSIBILITY

Conducts reviews of financial transactions/documents for completeness and for compliance to Acts and regulations.

Has the authority to take immediate action to provide for public safety in accordance with the *Liquor Control and Licensing Act* and regulations and to recommend monetary penalties to the Regional Manager.

DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff		
Supervises staff through subordinate supervisors		

PROJECT /TEAM LEADERSHIP OR TRAINING (Check the appropriate boxes)

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers <input type="checkbox"/>		Provides formal training to other staff <input type="checkbox"/>	
Lead project teams <input checked="" type="checkbox"/>	2-10	Assigns, monitors and examines the work of staff <input type="checkbox"/>	

SPECIAL REQUIREMENTS

Driver's license required.

May be required to undergo a criminal record check.

Must be eligible to apply for Special Provincial Constable status.

TOOLS / EQUIPMENT

Utilises inspection kits including refractometers (measures percentage of alcohol for investigating illicit liquor contraventions), digital cameras.

Frequent use of computers including tablet PC's and job-specific applications.

WORKING CONDITIONS

Frequently working around clients (licensed establishment patrons) who may react violently to Liquor Inspector's presence, directions, actions, etc.

May be subject to threats and attempts to intimidate by patrons, gangs and criminal elements.

Required to wear body armour in certain circumstances.

Frequently required to directly deal with unpredictable, hostile and/or unstable clients.

Required to work in locations that may pose a variety of risks/hazards (e.g. weapons, drug use, prostitution, organized crime activities, remote locations, weather factors, etc.).

May be required to travel alone, late at night in remote areas of the province, under a variety of road/weather conditions, often without cellular phone contact. This may involve frequent absences of several days when cases involve outlying areas. Own vehicle is required where not provided.

Required to work weekends, evenings, nights (majority of licensed establishments close at 0200 although many are open until 0400), statutory holidays, and to work a flextime schedule.

WORK EXAMPLES

- 1 A nightclub is subject of repeated police complaints of public safety issues and licensing contraventions, media and police reports of violence, including a shooting outside the establishment, minors on the premises, lax ID policies, reports of over-service of liquor, cheap liquor - resulting in intoxication. The establishment, however, has a tight entrance regimen, including a vestibule area where ID checks and weapons scans/searches are done, etc. Typically the Liquor Inspector shows identity and is let into the establishment (vestibule first). Communications amongst staff ensue and all procedures appear apt. It is difficult to obtain a true reading of the establishment's operation, or how they comply with various terms and conditions once the Liquor Inspector is identified.
Following LCLB protocols and RCMP requirements for undercover operatives, a covert investigation with a plain-clothed RCMP member is conducted. The Liquor Inspector and RCMP member enter establishment as patrons and, undetected, make observations of various stations and procedures inside the establishment. Due to the covert nature of the work enforcement of problems identified is conducted on a subsequent day.
2. Actions typically related to investigations of Motor Vehicle crashes in which alcohol was a contributing factor to the crash and the consumption of alcohol occurred at a licensed establishment:
 - First contact usually from police agency of jurisdiction or from victim's family
 - Interview/obtain statements from Police, ICBC, Coroner's Office, Independent Investigators
 - Contact persons or families involved
 - Review Police, ICBC, statements from witnesses and determine who to interview
 - Interview any other persons who may appear to have relevant information
 - Meet with Licensee
 - Request and gather any related documents such as toxicology report, coroner's report
 - Photograph interior of establishment and scene of accident if necessary
 - Check distance from establishment to scene of accident
 - Where civil suits are anticipated, will usually hear from family/lawyers/other interested parties trying to gather information
 - Depending on circumstances and evidence acquired, need to determine if meeting with police/coroner is requiredAnalyze information to determine whether the licensee's conduct amounted to a contravention and, if so, whether enforcement action is warranted.
3. Assess the circumstances and gather the evidence necessary to analyze a complex and often dynamic set of information in challenging circumstances (e.g. a nightclub with poor lighting and loud music) to determine whether a server's conduct amounted to an offence under the LCLA and determine whether the circumstances require issuance of a violation ticket to the server or to proceed administratively against the licensee.
 - Circumstances may vary; may require identification request of patron, may require interviews of patrons and

staff, analysis of establishment protocols to assess due diligence; analysis of identification scanning equipment or video recordings, must assess evidence to determine standards of proof (balance of probabilities vs. reasonable doubt) suitable to the appropriate course of action, i.e. violation ticket issued to server and or patron, or to proceed administratively against the licensee.

4. Examples of special events involving licenses for over 500 patrons:

- Vancouver Molson Indy; Merritt Mountain Festival; Kelowna Heartland Festival; Richmond Tall Ships; Great Canadian Beer Festival, Victoria; July Fest, Kimberley; Nanaimo Bathtub Race; Fireworks Festival, English Bay, Vancouver; Centre of Gravity Kelowna,

COMMENTS

Beverage Alcohol Industry Associations:

- B.C. Wine Institute
- Canadian Vintners Association
- B.C. Estate Winery Association
- Independent Wine Retailers Association of B.C.
- Association of BC Wine Growers
- Brewers of Canada
- Craft Brewers Association of B.C.
- B.C. Hobby Brewers & Vintners Association
- Association of Canadian Distillers
- B.C. Distillers Council
- Canadian Restaurant and Food Services Association
- British Columbia Restaurant and Food Service Association
- Hospitality Industry Liquor Licensing Advisory Committee (H.I.L.L.A.C.)
- Hospitality Industry Education Advisory Committee
- Alliance of Beverage Licensees (*ABLE BC*)
- BC/Yukon Command, Royal Canadian Legion
- Import Vintners & Spirits Association of B.C.
- Wine Institute of California
- SOPEXA Canada
- Australian Wine Bureau, Canada

PREPARED BY

NAME:	DATE:	
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EXCLUDED MANAGER AUTHORIZATION

I confirm that:

1. the accountabilities / deliverables were assigned to this position effective: (Date).
2. the information in this position description reflects the actual work performed.
3. a copy has / will be provided to the incumbent(s).

NAME:	SIGNATURE:	DATE:
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ORGANIZATION CHART

Assistant Deputy Minister/General Manager
Deputy General Manager, Compliance and Enforcement
Regional Manager, Various
Liquor Inspector

SELECTION CRITERIA

Education/Experience

- A minimum of three years current (within the past 5 years) experience in a related compliance and enforcement environment when combined with a degree or diploma in a directly related discipline such as Law or Criminology and includes relevant course work,
- or
- Five years current (within the past 8) experience and *substantial* directly related training/education.
- Experience for both the above criteria must include:
 - working with the application of policy and procedures to encourage voluntary compliance; and
 - independently conducting field based regulatory inspections in a non-institutional environment; and
 - gathering, assessing, and analyzing evidence; and
 - making decisions and recommendations regarding enforcement actions and penalties; and
 - giving direct evidence and withstanding cross examination; and
 - dealing with the public on complex and sensitive issues; and
 - dealing effectively with irate and hostile individuals while conveying information that they may not want to hear and to defuse volatile situations using tact, persuasiveness and diplomacy.

Knowledge

Working knowledge of the principles and techniques of investigation.

Working knowledge of the concepts and application of administrative fairness, due process and natural justice.

Working knowledge of the concepts of a balance of probabilities vs. beyond a reasonable doubt.

Knowledge of related Acts and regulations.

Basic knowledge of accounting and ability to follow paper trails.

Abilities/Skills

Ability to organize and manage independently a high volume workload while adjusting to changing priorities and deadlines and keeping management advised of significant issues

Ability to reference, interpret and apply legislation, regulations, policies and procedures to determine an appropriate course of action

Ability to gather, maintain, assess and present evidence in both an administrative and judicial context.

Ability to obtain and provide clear, concise and complete oral and written information of a complex and technical nature while maintaining confidentiality

Ability to establish and maintain working relationships with a variety of individuals and groups to influence compliance

Ability to conduct interviews to obtain accurate, complex and relevant information

Ability to deal effectively with irate and hostile individuals while conveying information that they may not want to hear

Ability to defuse volatile situations using tact, persuasiveness and diplomacy

Ability to research, analyze, verify and evaluate information and situations, identify options and recommend appropriate courses of action

Ability to use computer applications to enter/retrieve data and produce/edit a variety of effective reports and documents

COMPETENCIES

Analytical Thinking is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues.

Level 3 - Sees multiple relationships.

Decisive Insight combines the ability to draw on one's own experience, knowledge and training and effectively problem-solve increasingly difficult and complex situations.

Level 4 - Sees multiple relationships and can make effective decisions with limited information.

Engaging external partners identifies and involves external stakeholders in order to foster long term partnerships.

Level 3 – Actively seeks input/participation from stakeholders/partners.

Integrity refers to actions that are consistent with what one says are important.

Level 3 – Acts on values when it's not easy to do so.

Self-confidence is a belief in one's own capability to accomplish a task and select an effective approach to a task or problem.

Level 5 – Remains confident in difficult situations; deals positively with situations that could be seen as stressful or threatening.

Self-control is 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.

Level 4 – Manages stress effectively.

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.

Level 3 – Solicits input.

Flexibility is the ability and willingness to work effectively within a variety of diverse situations, and with diverse individuals or groups.

Level 3 – Adapts Approach: Changes one's approach as required to achieve intended outcomes.

Results Orientation is a concern for surpassing a standard of excellence.

Level 2 – Creates own measures of excellence

Service Orientation implies a desire to identify and serve customers/clients

Level 3 – takes personal responsibility for correcting customer/client-service problems.

CREATE REQUISITION: REQUISITION**APPROVER(S) SELECTED:**

Name	Date	Approved
Brigitte Lane	1/09/2014	Approved

Position Details

Req #:	17889
Position Number:	00107718
Ministry ADM:	Jeff Vasey
Hiring Manager:	Doug Page
Position Classification:	Administrative Officer R24
Ministry / Organization:	BC131 - Ministry of Housing
Ministry Branch / Division:	Housing Policy Branch / OHCS
Ministry approval to hire:	Yes
Full/Part Time:	Full-time
Employee Class (not posted):	Regular Full Time
Job Type (displayed on posting):	Regular Full Time
Temporary End Date:	
FTE:	1
Location:	Victoria
Salary Plan:	GEU
Job Grade:	24A

Position Options & Status

Posting Title:	ADMN O 18R - Policy Analyst, Developmental ***AMENDED - INFORMATION ADDED TO JOB SUMMARY
Job Profile:	17889 Policy Analyst JD AO 18 Developmental 2014.pdf
Requisition Image:	*Cover Letter
Job Summary:	
Policy Analyst (Developmental)	
Salary \$48,942.48 to \$55,662.83 annually	
A unique developmental opportunity that will support your growth as a policy analyst!	
<p>The Housing Policy Branch provides strategic leadership, effective regulation and services to promote housing that meets the needs of all British Columbians. The Branch manages a wide range of housing issues including, but not limited to, market and non-market housing, the Strata Property Act, and the housing needs of special populations such as youth, persons with disabilities, seniors, Aboriginal people, and the homeless. These issues involve inter-related policies and programs developed and coordinated with other ministries and other levels of government. The Branch is part of the Office of Housing and Construction Standards, which also encompasses the Residential Tenancy Branch and the Building and Safety Standards Branch. The Office is a dynamic and progressive workplace with consistently high Workforce Environment Survey scores.</p> <p>Working as part of our small headquarters team, you will conduct research, analyze a wide variety of issues, and propose solutions. Excellent written skills are necessary as you will summarize research, evaluate options, and write briefing notes and correspondence for senior executive and the minister. Your ability to build relationships will be critical in ensuring that you work with staff across the organization to get input and feedback throughout the policy development process.</p> <p>*** INFORMATION ADDED*** Our office is located in a beautiful heritage building overlooking Victoria's inner harbour with stunning views of the Olympic Mountains and the Sooke foothills. Our office has embraced the new initiative, Leading Workplace Strategies, to explore and implement flexible and mobile work styles across government. We benefit from the flexible space and increased opportunities for collaboration that the mobile environment offers.</p> <p>Note: This position begins at a level 18 and allows for progression over time, and with proven skill development, to a level 24.</p> <p>For complete details on this opportunity, please review the attached job profile. For more information</p>	

about this posting, please contact Doug Page at Doug.Page@gov.bc.ca. **DO NOT APPLY TO THIS EMAIL.**

HOW TO APPLY:

*****Only applications submitted using the BC Public Service Recruitment System on this website will be accepted.*****

A cover letter is required as part of your application, and may be evaluated as part of the assessment process. Please ensure that your resume is up to date before submitting your profile.

As part of the application process you will be prompted to fill out a questionnaire which must be completed in order for your application to be considered. You will not be able to go back at a later time to complete the questionnaire so please allot up to 20 minutes to fill it out after submitting your resume and cover letter.

A criminal record check is required. An eligibility list may be established. Applications may be considered for other similar current and future vacancies, including permanent and/or temporary positions.

For technical problems or problems submitting your resume/cover letter, please email BCPSA.Hiring.Centre@gov.bc.ca.

If you are interested in this position and you plan on applying, please visit the [Frequently Asked Questions](#) page for tips on creating or updating your profile, searching for job opportunities and applying to postings.

The BC Public Service is committed to diversity and inclusion in our workplace. As part of that commitment, we welcome and support diverse talents throughout our organization. For more information on how diversity works in the BC Public Service, please visit our [diversity page](#).

I certify that all information submitted is true, complete and correct. I understand that any information provided by me in my application, any assessment documents or processes and/or an interview that is found to be false or misrepresented in any respect, may eliminate me from further consideration for employment or may result in my dismissal.

Job Qualifications:

To be considered for this position your resume must clearly demonstrate that you have the following:

- Undergraduate degree in planning, social sciences, business administration, public administration, or an equivalent combination of education and experience.
- A minimum of one year experience providing research on policy issues, or evaluation/interpretation of program policies or legislation, or an equivalent combination of education and training.
- Experience managing or coordinating projects and/or project components, preferably including stakeholders or partners outside the organization.
- Experience producing high quality written materials, preferably including briefing notes and ministerial correspondence.
- Preference may be given to applicants who have experience with housing issues in British Columbia.

Applicants selected to move forward in the hiring process may be assessed on the knowledge, skills, abilities and competencies outlined in the attached job profile.

Comments (Internal use only): SR 140107-000295

Job Status: Pending

Category: Administrative Services
Policy, Research and Economics

Post Date: 2014-01-28

Close Date: 2014-02-11

Planned Referral Date: 2014-02-13

Planned Offer Date:

of Openings: 0

Recruitment Team: Corporate services and management

Recruiter Assigned: Brigitte Lane

Job Seeker can view Recruiter info? No

Restricted Pools:

Bypass Requisition Approval?	
Isolation Allowance:	No
Temporary Market Adjustment (TMA):	No
Security Screening Required?	Yes
Security Requirement Type:	Criminal Record Check
Should the security screening information be incomplete or incorrect, please proceed with the requisition submission and inform your recruiter of any discrepancy.	
Last Review Date:	2013-12-19

Close Window

TITLE: POLICY ANALYST (DEVELOPMENTAL)

CLASSIFICATION: ADMINISTRATIVE OFFICER 18, 21 OR 24

JOB OVERVIEW (ENTRY LEVEL – GRID 18)

To support policy analysis, policy advisory services and the evaluation of issues impacting the Housing Policy Branch's business by conducting research and analysis of issues.

ACCOUNTABILITIES

Required:

- Provides research, statistical and analytical services by estimating timelines, selecting research methodology, determining resource requirements, providing advice, preparing reports and forwarding results to the Manager for review.
- Conducts research using established methodologies and techniques such as surveys, data reduction, scaling and literature reviews.
- Identifies and collects qualitative and quantitative data from established information sources such as BC Stats or pursues new information sources relating to relevant issues.
- Reviews and verifies the value and accuracy of information, and defines relationships, differences and anomalies in information sources.
- Conducts information analysis involving demographic, economic, social, and political factors and identifies emerging issues, trends and/or implications.
- Reviews and interprets research studies in order to produce summary reports and conclusions.
- Coordinates, collects, and maintains electronic data using statistical/database software packages.
- Contributes content to the development of strategic plans, meeting backgrounders, notes for the Minister, and Cabinet submissions.
- Develops descriptive reports and presents diverse issues using statistical summaries, fact sheets, discussion papers and briefing notes that are subject to review by the Manager.
- Participates in joint projects with stakeholders, inter-ministry partners, and consultants by attending planning meetings, documenting project plans, gathering information and preparing summary reports.
- Prepares follow up information in response to inquiries and requests for information requiring detailed research, analysis and interpretation of program/ministry issues.

JOB REQUIREMENTS (ENTRY LEVEL – GRID 18)

- Undergraduate degree in planning, social sciences, business administration, public administration, or an equivalent combination of education and experience.
- A minimum of one year experience providing research on policy issues, or evaluation/interpretation of program policies or legislation, or an equivalent combination of education and training.
- Experience managing or coordinating projects and/or project components, preferably including stakeholders or partners outside the organization.
- Experience producing high quality written materials, preferably including briefing notes and ministerial correspondence.
- Preference may be given to applicants who have experience with housing issues in British Columbia.
- 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**).

KNOWLEDGE OF:

- The collection, analysis and presentation of data
- Government legislative and policy development processes
- Housing issues (preferred)

SKILLS AND ABILITIES:

- Excellent writing skills
- Good communication and interpersonal skills
- Ability to conduct analysis and evaluation processes and outline policy and legislation options and possible courses of action
- Ability to liaise and work effectively in a collaborative manner with a variety of managers and staff

BEHAVIOURAL COMPETENCIES:

- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation, and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.
- **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.

- **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.
- **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.
- **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.

JOB OVERVIEW (INTERMEDIATE LEVEL – GRID 21)

To manage smaller policy development projects or portions of larger strategic policy development projects as assigned by a policy project lead.

ACCOUNTABILITIES

Required:

- Manages smaller policy projects or portions of larger strategic policy development projects by developing proposals, business cases and cost-benefit analyses, defining deliverables, directing team members, assessing progress and taking/recommending corrective action.
- Conducts research (e.g., data modelling, trend, cost benefit and statistical analysis, etc.) by defining research parameters, gathering information and preparing in-depth analyses of legal, legislative and regulatory policy issues.
- Provides advice on policy research methods, sampling techniques, questionnaire design, data analysis and other evaluation processes.
- Identifies and provides advice on issues of significance to the Ministry or client groups.
- Identifies, evaluates and reports on emerging issues and trends related to the Ministry.
- Monitors stakeholder – government initiatives in other jurisdictions (national and international) to assess the impact on provincial policy.
- Prepares detailed reports and other documentation proposing options and assessing the impact of Ministry policy, existing or proposed legislation, or stakeholder positions
- Writes briefing notes, background material, reports and correspondence and makes presentations to stakeholders on current or emerging issues.
- Researches and drafts responses to ministerial correspondence.
- May monitor the work of contracted resources.

JOB OVERVIEW (WORKING LEVEL – GRID 24)

To independently manage assigned policy development projects focused on the review and revision of existing ministry programs or legislation.

ACCOUNTABILITIES

Required:

- Conducts policy analyses and research studies and prepares reports and recommendations.
- Conceptualizes and develops policies consistent with the objectives and priorities of the Ministry and develops recommendations for program/legislative changes.
- Manages policy projects by leading project teams, developing proposals, business cases and cost-benefit analyses, defining and managing project deliverables, assessing progress and taking/recommending corrective action.
- Determines methodologies, collects and analyzes demographic, statistical, economic and other data from a variety of sources, identifies deviations, problems or opportunities and utilizes findings to develop recommendations for revisions in ministry policy.
- Identifies policy issues and provides advice to senior staff.
- Conducts stakeholder consultations to identify issues and to obtain feedback on proposed policies.
- Works with other ministries and organizations at the provincial, federal, local or community level to coordinate policies across ministries/organizations.
- Conducts cost-benefit analysis and documents financial impacts relating to proposed policy and/or program changes.
- Develops documents including briefing notes, discussion papers, fact sheets, correspondence, flow charts and other materials.
- Develops RFP's, selects consultants, adapts standardized language to negotiate contracts and certifies performance.