



Yukon
Ombudsman



Yukon
Information
and Privacy
Commissioner



Yukon
Public Interest
Disclosure
Commissioner

Intake Officer

Posting Open Date:	April 30, 2019
Posting Close Date:	May 31, 2019 or until filled
Location:	Whitehorse, Yukon
Job Type:	Permanent Full-Time
Salary Range:	\$69,577 to \$80,216 per annum
Benefits:	12% salary paid in lieu of pension
Work Days/Hours:	Monday to Friday from 8:30 AM to 4:30 PM (7.5 hrs/day)
Travel Bonus:	\$2242.00 per year (after 2 years of employment)
Deliver Resumes to:	The Office of the Ombudsman, Suite 201, 211 Hawkins Street, Whitehorse, Yukon, Y1A 1X3 or by email at info@ombudsman.yk.ca. <u>Attention: Human Resources</u>

Note that this is not a Yukon Government position.

The Office of the Ombudsman, Information and Privacy Commissioner (IPC), and Public Interest Disclosure Commissioner (PIDC) (Office) is seeking to fill the position of Intake Officer.

The Ombudsman, IPC and PIDC is an independent officer of the Yukon Legislative Assembly and has responsibilities under the *Ombudsman Act*, the *Access to Information and Protection of Privacy Act* (ATIPP Act), the *Health Information Privacy and Management Act* (HIPMA), and the *Public Interest Disclosure of Wrongdoing Act* (PIDWA) (Acts). For information about the Ombudsman, IPC and PIDC visit the Office's website at: <http://www.ombudsman.yk.ca/meet-us>.

Under the *Ombudsman Act*, the Ombudsman is responsible to investigate allegations of unfairness made against government and other authorities. The Information and Privacy Commissioner is responsible to ensure government and other public bodies comply with the ATIPP Act and health care custodians comply HIPMA. Under PIDWA, the PIDC is responsible to investigate disclosures of wrongdoing made by employees of government and other public entities, and investigate allegations of reprisals taken against an employee.

As part of the Intake and Informal Case Resolution Team and reporting to the Director of Intake and Informal Case Resolution, the Intake Officer plays a key role in the Office by assisting the Ombudsman, IPC and PIDC carry out her mandates. More specifically, the Intake Officer is responsible to:

1. perform all functions associated with the intake of complaints, reviews and disclosures under the Acts including:
 - a. meeting with the public on the telephone and face-to face and helping them to understand our mandates and role;
 - b. evaluating the information received to determine whether the office has jurisdiction in relation to the complaint, review or disclosure;
 - c. ensuring the public receives the proper information in respect of our jurisdiction to assist them to make a complaint, request a review or make a disclosure for investigation; and
 - d. working with the Director on case assignment and ensuring any file opened is done properly and the correct information entered in the Office's case management system;
2. perform all functions associated with the registrar of adjudications including:
 - a. working with the Investigator to finalize the fact report;
 - b. working with the IPC to finalize the notices of adjudication or requests for extension;
 - c. delivering the notices to the parties and tracking the timelines for submissions;
 - d. reviewing the submissions to ensure no mediation information is included;
 - e. disseminating submissions between the parties;
 - f. preparing all adjudication material for the IPC;
 - g. working with the IPC to finalize and publish reports; and

- h. records and tracks all recommendations;
3. performs the functions of a junior investigator by working with the Director to informally resolve complaints, reviews or disclosures received under the Acts.
4. participates in the development and delivery of resources that will assist bodies subject to the Acts comply with them and that will inform the public about the Acts; and
5. maintains tracking and trending of data, generates reports and provides administrative support as necessary.

Qualifications:

The Intake Officer must be able to:

- communicate effectively and professionally with the public, government departments, custodians and other stakeholders verbally and in writing;
- understand and interpret legislation, conduct research, review and analyze information, and summarize issues; multitask and prioritize work, manage competing deadlines, and work effectively within a team to ensure a high quality output; and
- foster and maintain professional working relationships.

The following skills are an asset to the role:

- mediation and dispute resolution;
- understanding of the principles of administrative fairness, and access to information and privacy law; and
- experience working with a contact management system database.

The Intake Officer must have a university degree or other post-secondary education that is relevant to the position, or at least 5 years of experience working in a similar environment.

Additional Information:

For more information about the position and to review the detailed job description for the Intake Officer, visit the Office's website at: <https://www.ombudsman.yk.ca/>.

Only those applicants selected for an interview will be notified. Thank you for your interest in this position.