



PEI Office of the Child and Youth Advocate

Job Description

Advocacy / Investigation Representative

Purpose

Reporting to the Executive Director of the Office of the Child and Youth Advocate, the incumbent is responsible for:

- Providing advocacy services to PEI children, youth, and their families respecting reviewable services delivered by public bodies and community organizations;
- Providing a lead role in the resolution of complex and sensitive issues through the use of child centered non-adversarial approaches to problem solving;
- Providing timely and effective advocacy interventions in conformity with the PEI *Child and Youth Advocate Act* and the United Nations Convention on the Rights of the Child;
- Contributing to continual evaluation and improvement of advocacy supports for PEI children and youth;
- Co-conducting individual, systemic and child and youth serious injury and death reviews and investigations;
- Contributing to continual evaluation and improvement of advocacy supports for PEI children and youth; and,
- Working respectfully and efficiently, both independently and collaboratively, within a child rights-based team environment.

Scope

The Child and Youth Advocate is an independent officer of the Legislative Assembly pursuant to the PEI *Child and Youth Advocate Act* with a mandate to promote and protect the rights of children and youth and provide oversight of government funded programs and services to children and youth. Employees of the Office of the Child and Youth Advocate assist the Child and Youth Advocate in carrying out functions under the PEI *Child and Youth Advocate Act* that include: individual advocacy, systemic advocacy, youth engagement, public education and promotion of child rights, child and youth serious injury and death reviews and investigations, and the tabling of public reports.

The position of Advocacy/Investigation Representative provides leadership in conducting individual advocacy; a direct and critical support to PEI children, youth and their families. In addition, the position serves as a supportive child-centered resource for public bodies and community organizations.



The position works with a wide range of public body and community organizations and the incumbent is required to be knowledgeable of the vast array of programs, services, policies and legislation across multiple sectors. In addition, the incumbent to the position is responsible for assisting in the promotion and distribution of child rights resources and providing public education and promotion of the Office of the Child and Youth Advocate through awareness and engagement activities, to include presentations, across the province.

This position co-conducts child and youth serious injury and death reviews and investigations. The resulting recommendations and public reports have the potential to positively influence government funded programs and services to children, youth, and their families; to inform legislative, policy and program decision-making; and to improve outcomes for PEI children and youth.

Responsibilities

Providing direct advocacy services and support (75%):

The Advocacy / Investigation Representative is responsible for providing individual and systemic advocacy by:

- Providing a direct role in advocacy to support children, youth and their families respecting reviewable services to include:
 - providing information and advice;
 - representing the rights, interests and viewpoints of children and youth receiving or eligible to receive reviewable services; and
 - assisting children and youth to initiate and participate in case conferences, service reviews, mediations or other processes in which decisions are made about the provision of reviewable services;
- Encouraging, modelling and coaching effective self-advocacy in seeking resolution to issues;
- Identifying appropriate referrals for matters outside the jurisdiction of the Child and Youth Advocate;
- Gathering relevant information, identifying and assessing relevant issues and determining and applying child-rights advocacy intervention actions/strategies to resolve issues;
- Preparing factual, concise, comprehensive case documentation and entering into an electronic case management system;
- Preparing case summary reports to include detailed reviews, analyses and synthesis of facts, circumstances and actions taken;



- Managing workload requirements in accordance with Office policy including compliance with timeline standards;
- Participating in regularly scheduled supervision standings;
- Identifying non-adversarial approaches to encourage dispute resolution between parties through the use of negotiation, conciliation, and mediation;
- Exercising independent judgement with limited direction;
- Participating as a team member on complex advocacy matters through a child rights lens; and, applying principles of administrative fairness, due diligence, critical thinking, and an evidence-informed inquiry;
- Monitoring emerging issues and trends, systemic issues or matters that appear complex or are of special concern and identifying potential barriers to the resolution of issues, including individual matters, which may need to be elevated due to the nature of the issue;
- Promoting and providing public education and advocacy respecting the rights, interests and well-being of children and youth, the United Nations Convention on the Rights of the Child and the United Nations Declaration of the Rights of Indigenous Peoples as they affect children and youth;
- Working with individuals, families, communities, public bodies and community organizations to support and create opportunities for the well-being of children and youth;
- Maintaining regular contact with public bodies and community organizations delivering reviewable programs and services to promote a collaborative approach on behalf of PEI children and youth;
- Working collaboratively with public bodies and community organizations to promote education opportunities on the provisions of the PEI *Child and Youth Advocate Act*; and
- Such other duties as required.

Contributing to development of reviews and reports by:

- Identifying and reporting on service gaps for children and youth and drafting recommendations to effectively address systemic concerns;
- Providing advocacy expertise and professional knowledge to inform team discussions, systemic/emerging trends, priorities, public policy issues, intervention strategies and individual advocacy feedback;
- Recommending appropriate action following analysis of information, including proposed findings and recommendations;
- Writing and / or assisting in the preparation of public reports, including findings, analysis, and recommendations;



- Monitoring progress of public bodies and community organizations in implementing recommendations or compliance with recommendations included in reports by the Child and Youth Advocate; and
- Such other duties as required.

Co-conducting Individual, Systemic and child and youth serious injury and death reviews and investigations (25%):

- Monitoring and reviewing file documentation and other sources of relevant information to include meeting with family and community members;
- Preparing review / investigation plans with identification of issues, methodologies and techniques required to conduct a thorough and comprehensive review/investigation informed with a critical-thinking and evidence-informed analysis;
- Drafting evidence-informed findings and recommendations following a critical analysis of all factual information;
- Ensuring responsibility for due diligence, validation and credibility of all review/investigation findings;
- Preparing a detailed, concise, evidence-informed and factual written analysis of a review/investigation within a child rights framework, well-reasoned analysis and objective assessment of evidence;
- Conducting analysis of aggregate data of all child serious injury and child death investigations, as reported to the Office of the Child and Youth Advocate;
- Drafting written reports, position papers, briefing notes, presentations and other materials for internal and external use, including reviews of research evidence; and
- Evaluating individual, systemic and child serious injury or child death statutory responsibilities to ensure principles of continuous quality improvement are applied.

Qualifications

- A Bachelor's degree or graduate degree (preferred) in social Sciences or a related discipline (e.g. Social Work, Health Sciences, Psychology, Criminology or Law) from a recognized university, with a minimum of 3 years' experience in a service field that provides direct services to children and youth;
- Experience leading complex and sensitive reviews/investigations and producing high quality public reports;
- Knowledge of child welfare practices, emerging trends, progressive policy and practice developments provincially, nationally and internationally;



- Knowledge of the PEI *Child and Youth Advocate Act* and the United Nations Convention on the Rights of the Child is required;
- Knowledge of current trends and issues with respect to social policy and children's rights;
- Knowledge of child welfare practices, emerging trends, progressive legislative, policy and practice developments provincially, nationally and internationally;
- Knowledge of the advocacy processes, principles and knowledge of children's rights. Prior work or experience in delivering advocacy services to individuals or on behalf of others would be an asset;
- Strong organizational, analytical and research skills, including the ability to interpret, analyze and evaluate legislation, policy and services;
- Superior ability to effectively communicate verbally and in writing with a wide range of stakeholder groups;
- Ability to effectively summarize large volumes of knowledge and identify trends resulting from data/information analysis;
- Ability to develop and maintain effective working relationships with a wide range of stakeholder groups, including the ability to maintain an unbiased, impartial and non-aggressive stance at all times;
- An understanding of ethical practice, including the application of the principles of administrative fairness in the conduct of formal reviews and investigations;
- Excellent time management and follow-up/monitoring skills;
- Ability to analyze and solve problems effectively and lead multiple projects or tasks;
- Ability to contribute to an organizational culture of excellence and ethical and respectful behaviour.
- Exceptional negotiating, problem solving, dispute resolution and mediation skills in resolving issues;
- Superior ability to effectively communicate, verbally and in writing, particularly with children, youth and their families;
- Knowledge of legislation, programs and policies of public bodies and community organizations providing reviewable services to PEI children, youth and their families;
- Ability to develop and maintain collaborative working relationships with a wide range of public bodies and community organizations delivering reviewable services to children, youth and their families on PEI;
- Ability to effectively manage and prioritize a complex and sensitive workload within an environment of competing demands;



- Ability to deliver timely and appropriate supports to children and youth respectfully and sensitively, both independently and collaboratively, within a child rights-based team environment;
- Ability to contribute to the establishment and maintenance of an office culture of excellence and to promote ethical and responsible behaviour by action and example;
- Familiarity with the principles of administrative fairness in the conduct of formal reviews and investigations;
- Excellent non-adversarial problem-solving skills;
- Must be nimble and flexible in constantly prioritizing workload; and
- Excellent critical thinking skills, writing skills, and public speaking skills.

Conditions of Employment

- Must be legally entitled to work in Canada;
- Must possess a valid Prince Edward Island Driver's License, acceptable Driver's Abstract, access to a vehicle, and ability and willingness to travel throughout Prince Edward Island;
- Willingness to work on a flexible work scheduled including working outside of standard office hours; and
- Satisfactory Criminal Record Check, Vulnerable Sector Record Check and Child Protection Record Check.