

## **JOB DESCRIPTION**

### **Section 1 - Identifying Data**

Position Number: 106143  
Position Title: Intake/Communications Coordinator  
Incumbent:  
Supervisor's Title: Child and Youth Advocate  
Supervisor's Position Number: 104146

Department: Child and Youth Advocate Office  
Location: Whitehorse, Yukon  
Date Completed: February 5, 2019  
Medical Clearance Required: No  
Security Clearance Required: Yes

Oath of Confidentiality is required for this position

### **Section 2 - General Summary**

The Child and Youth Advocate is an independent Officer of the Legislative Assembly with oversight responsibilities to promote the rights and interests of children and youth eligible to receive Yukon government services designated for children and youth. The Administration/Communications Assistant assists the Child and Youth Advocate and the Deputy Child and Youth Advocate by providing operational support, administrative and communication expertise, data analysis, research and review of individual advocacy files related to the mandate of the Child and Youth Advocate, Yukon territorial legislation, United Nations Convention on the Rights of the Child and relevant agreements to support, assist, inform and advise children and youth respecting designated Yukon government services.

### **Section 3 - Principal Duties and Responsibilities**

As the initial and main point of contact the position provides reception services by engaging with children and youth, caregivers and service providers to determine whether the requests fall within the mandate of the *Child and Youth Advocate Act*. As the first point of contact the position must have a clear understanding of the role of the Office as well as services provided by Yukon government departments. The incumbent must keep accurate notes on the nature of calls to provide clients and agencies with general program information.

Facilitates compliance with the *Access to Information and Protection of Privacy Act* (ATIPP) and other provisions in the *Child and Youth Advocate Act* related to confidentiality, protection of privacy and disclosure of information.

Provides senior level executive support by managing the Child and Youth Advocate's calendar and schedules, prepares related documentation, drafts correspondence, and background information, prepares/edits speaking notes, agendas and minutes, implements and oversees multiple "bring forward" and tracking systems, and ensures that proper procedures and protocols are followed. Coordinates travel arrangements, purchasing, procurements, and building maintenance issues with the Legislative Assembly Office.

Under the direction of the Child and Youth Advocate or the Deputy Child and Youth Advocate, requests records from departments, agencies, or other service providers and reviews records in order to promote the rights and interests of children and youth accessing Yukon government services.

Coordinates and manages the maintenance of the records system to ensure records are managed in accordance with standards and schedules which ensure that office staff are creating and storing records and receiving, reviewing and indexing correspondence and other incoming records to existing records classification categories.

Provides input that will assist the Child and Youth Advocate to develop, implement and evaluate operational policies, procedures, practices, databases and case management system.

Conducts research on urgent and emerging issues and provides written and verbal reports and recommendations. Facilitates internal and external discussion papers, reports, background information, and highlights points of interest for Child and Youth Advocate programs and prepares summaries of information for the Child and Youth Advocate.

Monitors legislative sessions; reviews and collects media reports; and coordinates special projects and events such as trade shows, marketplaces, conferences and chairs meetings if required.

Prepares statistical reports upon request and on a monthly and annual basis and assists in the creation of Child and Youth Advocate pamphlets and brochures. Coordinates and manages the production of the Annual Report, proofs drafts, gathers the information, constructs statistical tables, recommends publication designs and distributes reports.

Coordinates and manages the development and implementation of communications/public relations strategies in order to fulfill the legislated responsibility to inform children, youth and the public about the *Child and Youth Advocate Act*, the role of the Advocate and staff, and the services provided with a goal to engage children and youth and promote the views and preferences of young people.

Manages updates to the website; including creation, design, layout and content, as well as messaging for the Child and Youth Advocate Office. Creates and executes a social media strategy through research, benchmarking, messaging and audience identification.

#### **Section 4 - Contacts**

The priority contact group for the Child and Youth Office is children and youth, and those concerned about the best interests of children and youth. In addition, the incumbent has a working relationship with all staff in the Child and Youth Advocate Office, Yukon Legislative Assembly, First Nation governments, community agencies, youth groups, service-providers, general public, stakeholders, Yukon government departments, and persons who perform contract services for the Child and Youth Advocate.

The incumbent will be in contact with the Ombudsman, Human Rights Commission, Education Appeal Tribunal and other bodies in order to coordinate activities.

#### **Section 5 – Specific Accountabilities**

The incumbent is the first point of contact for the Child and Youth Advocate Office and must be engaging and have a good knowledge of child development and the *Child and Youth Advocate Act*. Whether in person or by telephone, the incumbent must have exceptional interpersonal skills to obtain sufficient information from the person, who is often distressed and/or frustrated with the process, to decide whether it is appropriate to directly refer the person to a government department or agency, schedule an appointment, or if there is urgency, arrange to have the Child and Youth Advocate or the Deputy Child and Youth Advocate to meet with the person immediately. The incumbent will explain the services offered by the Child and Youth Advocate Office and provide program information where he or she decides it is appropriate.

The incumbent is held accountable for scheduling appointments, bringing files forward, filing of all records electronically and physically, processing accounts payable transactions, updating the website and case management system, final proofing of correspondence and reports and the creation of a social media strategy.

The incumbent has access to extremely sensitive or confidential government department and agency information. The public image of the Child and Youth Advocate, both personally and as an institution, is affected by the skills and conduct of the incumbent. The incumbent's initial contact and ongoing contact with a member of the public or a government official sets the tone for all other interactions that a person has with staff of the Child and Youth Advocate Office. Errors made in relaying information could impact on the reputation of the Child and Youth Advocate Office staff.

Performing the principal duties and responsibilities will result in implementation of formalized policies, procedures, guidelines and information management systems that support and facilitate the Child and Youth Advocate Office's planning, management and financial accountability.

**Section 6 – Budget (if applicable)**

1. a) What is the Annual Budget for the unit under the direct control of the position? Nil

Fiscal Year	2019/20
Annual Payroll	
O & M Budget (excluding Payroll)	
Capital Budget (excluding Payroll)	

b) Does the position have the authority to reallocate resources, i.e. transfer budget funds? If yes, provide examples.

No

2. Describe other expenditures or revenues influenced by this position and how.

Although this position does not have direct responsibility for the expenditures the incumbent will be required to work closely with the Child and Youth Advocate in determining the most effective use of financial resources and options available for reallocating resources to meet their requirements. This position will also work closely with the Legislative Assembly Office for Child and Youth Advocate Office accounts payables, purchasing, and contracting.

**Section 7 - Working Environment**

The incumbent is required to have a strong working knowledge of database systems, website administration, processing of accounts payable transactions, social media development, ability to work under pressure, constant interruptions and imminent timelines. At times the incumbent must work alone in the office with a high level of emotional clients.

The incumbent will be expected to make decisions on how to maintain the confidentiality and security information for the Child and Youth Advocate Office.

**Section 8 - Signatures**

The above information on this description has been designed to indicate the general nature and level of work to be performed by the employee. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities assigned to this job.

<p><b><u>Child and Youth Advocate:</u></b> I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.</p>	<p><b><u>Director of Human Resources for the Child and Youth Advocate Office:</u></b></p>
<p>Supervisor: _____</p>	<p>Director: _____</p>
<p>Date: _____</p>	<p>Date: _____</p>

**Section 9 – Organization Chart**

