



Yukon
Ombudsman



Yukon
Information
and Privacy
Commissioner



Yukon
Public Interest
Disclosure
Commissioner

**Investigator and Compliance Review Officer
(Informal Case Resolution team)**

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| Posting Open Date: | August 7, 2024 |
| Posting Close Date: | Open until filled |
| Location: | Whitehorse, Yukon (onsite in office) |
| Job Type: | Permanent full-time |
| Salary Range: | \$105,596 to \$122,633 per annum |
| Benefits: | Extended health benefits and 12% in lieu of pension |
| Workdays/Hours: | Monday to Friday from 8:30 AM to 4:30 PM (7.5 hrs/day) |
| Travel Bonus: | \$2,242.00 per year (after 2 years of employment) |

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) is seeking to fill the position of Investigator and Compliance Review Officer on its Informal Case Resolution (ICR) team.

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* (ATIPPA), the *Health Information Privacy and Management Act* (HIPMA), and the *Public Interest Disclosure of Wrongdoing Act* (PIDWA) (Acts). For information about the Offices of the Ombudsman, IPC and PIDC visit: yukonombudsman.ca.

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 ATIPPA and health care custodians comply with HIPMA. 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 under PIDWA.

As part of the Informal Case Resolution team and reporting to the Deputy Ombudsman/Commissioner, the Investigator and Compliance Review Officer plays a key role supporting the mandates of the Office of the Ombudsman, IPC and PIDC.

More specifically, the Investigator and Compliance Review Officer is responsible to:

- Perform intake duties, on a rotational basis (every other week), for individuals who wish to make a complaint or a disclosure to the office under the Acts. This includes meeting with members of the public, government employees, and other interested parties that attend our office.
- Informally settle complaints, requests for review, and disclosures received under the Acts by working with the parties to achieve settlement by applying conflict and negotiation skills.
- Collaborate and build relationships with the designated representatives of the bodies subject to the Acts to ensure recommendations are implemented.
- Conduct comprehensive investigations into complaints and disclosures received under the Acts as part of an investigation team.
- Prepare investigation reports containing findings and recommendations to remedy any non-compliance, unfairness, wrongdoing, or reprisal.
- Effectively manage and resolve conflicts with complainants and the bodies that may arise during the investigation process.
- Provide advice and interpretation (where applicable) about the Acts and relevant case law, to the public and bodies subject to the Acts.
- Evaluate risks to privacy and information security resulting from the implementation of a new program or activity by a public or health body and make recommendations to mitigate risk.
- Evaluate privacy breaches, including those involving information technology, reported by public and health bodies and work with these bodies to mitigate risks and prevent recurrence.
- Comment on access to information, privacy, and disclosure policies and procedures, and develop guidance materials to educate the public and the bodies subject to the Acts.
- Participate in outreach activities and help to develop training and outreach materials under the office's three mandates.

Qualifications:

The Investigator and Compliance Review Officer must have experience:

- working with stakeholders to informally resolve issues in a timely manner, using conflict and negotiation skills,
- planning and conducting investigations, analyzing information, and drawing accurate conclusions,
- writing investigation reports, letters, and briefing notes,
- conducting legal research and interpreting and applying legislation,
- managing and negotiating conflict,
- writing and communicating effectively,
- fostering and maintaining professional and constructive working relationships,
- building relationships with stakeholders both internal and external,
- working within a team and independently,
- managing a large volume of files of varying types and complexity,
- managing competing priorities, deadlines, and handling associated administrative tasks in efficiently and thoroughly,
- working in a fast-paced environment with a demonstrated ability to complete multiple tasks and meet tight timelines,
- working in a detail-oriented role where vigilance is required,
- demonstrating good judgment, and
- proficiency with the Microsoft Office Suite and other commonly utilized software (*e.g.* Adobe, secure file transfer, short keys, etc.).

The Investigator and Compliance Review Officer must have a university degree or other post-secondary education that is relevant to the position, or at least 5 years of investigative experience in statutory compliance, regulatory oversight, or other public administration capacities.

It would be beneficial for the Investigator and Compliance Review Officer to have:

- a law degree; and/or
- CIPP/C
- experience:
 - investigating causes of privacy breaches or in privacy breach management involving information systems,
 - interpreting and applying ombudsman, access, privacy, and public interest disclosure legislation.

To review the detailed job description, visit our [Career Page](#).

Applying for this opportunity

Submit your cover letter and resume to the email address below. Selection for further consideration will be based solely on the information you provide. Therefore, your cover letter and resume must clearly demonstrate how you meet the qualifications of this position or how your experience is directly relevant to the position as described and supported by your resume.

Applicants must be able to work in Canada.

Candidates with a law degree or related education/training will be given preference.

If you have any questions about this position and to apply, email:

Careers@YukonOmbudsman.ca

Thank you for your interest in this position, but only candidates who are selected to move forward in this competition will be contacted.