

**TITLE:** INDIGENOUS STRATEGIST, EDUCATION & ENGAGEMENT**CLASSIFICATION:** BAND 3**JOB OVERVIEW**

BC's Office of the Human Rights Commissioner (BCOHRC) exists to address the root causes of inequality, discrimination and injustice in B.C. by shifting laws, policies, practices and cultures. We do this work through education, research, advocacy, inquiry and monitoring.

The Indigenous Strategist, Education & Engagement (ISEE) increases relevance of the human rights system for Indigenous Peoples in B.C., provides strategic advice on integration of Indigenous considerations to BCOHRC's education and engagement projects and supports development of BCOHRC's capacity to act on Indigenous rights issues. Reporting to the Executive Director, Education and Engagement (ED, E&E), the Indigenous Strategist is instrumental in building, supporting, and maintaining relationships with Indigenous communities, organizations and leadership. In this role, the Indigenous Strategist organizes, implements and facilitates wise practice engagements as well as supports the relationship-building work of other departments.

**ACCOUNTABILITIES****Engagement design and planning**

- Works with the ED, E&E, to revise and implement BCOHRC's province-wide Indigenous engagement plan informed by BCOHRC's education and engagement strategy which uses a human rights-based approach, the International Association of Public Participation (IAP2) spectrum and Kirkness and Barnhardt's 4 Rs (relevance, reciprocity, responsibility and reflexivity). These engagement processes are designed to achieve respectful relationships with Indigenous communities.
- Develops events specific to diverse Indigenous communities for groups of varying sizes and sectors and in different geographic locations, taking an intersectional approach to inclusion.
- Supports the ED, E&E, to develop and implement culturally appropriate impact evaluation and reporting methods to assess and communicate the effectiveness of the BCOHRC's engagements and Indigenous stakeholder relationships including the development of key performance indicators, tracking of progress against targets, and quarterly reporting.

**Stakeholder<sup>i</sup> Analysis & Tracking**

- Incorporates stakeholder identification, analysis, mapping, and prioritization based on relevant rights issues, impact analyses, geographic distribution and other key considerations.
- Records and tracks stakeholder interactions and relationships through BCOHRC's stakeholder relationship management software.
- In collaboration with the Manager, Engagement is responsible for regular data maintenance and quality assurance of the stakeholder management software system to

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ensure access to accurate information and data on stakeholders, engagements and relationships.

## **Engagement Management**

- Using Indigenous and decolonizing methods, engages in a good way with Indigenous stakeholders, communities and governance bodies to build lasting relationships for the BCOHRC in general, and in support of the Education team's delivery of rights-based education.
- Initiates and maintains day-to-day relationships with priority communities, groups and leadership across the province ensuring trust, transparency and accountability and keeps the ED, E&E up to date on any emerging issues or opportunities. This includes supporting the Executive Director, Commissioner and other staff in the identification, stewardship and maintenance of strategic collaborations with organizations on joint initiatives, projects and events.
- Coordinates and facilitates Indigenous engagement sessions and BCOHRC events on a provincial, regional and/or smaller scale using a variety of evidence-based, values-aligned methods that are appropriate for the subject matter, size, length, location and audience.
- Demonstrates exceptional facilitation, communication, conflict management, and event management skills in order to create safe, meaningful and lasting experiences for participants.
- Using trauma-informed practice, assists in responding to requests for information from the public through email, in-person visits and the BCOHRC's 1-800 number, including providing coverage as needed.

## **Operations and internal engagement**

- Participates in recruitment, training, supervision and guidance of education and engagement advisors as required to ensure strong and consistent performance aligned with BCOHRC's rights-based and decolonizing approaches.
- Supports the ED, E&E, in developing Indigenous engagement policies and procedures, training staff on these procedures, and ensuring consistency in their application.
- Develops, maintains and tracks evaluation strategies for engagements and team projects and reports regularly on key performance indicators (KPIs) and on community feedback and focus testing.
- Participates in internal education and engagement to develop Indigenous awareness in BCOHRC's cross-functional teams (operations, communications, education and engagement, research and policy, legal) to support the development and evolution of a strong organizational culture.
- Provides strategic advice on Indigenous elements of BCOHRC projects, programs and initiatives to increase BCOHRC capacity to act on Indigenous rights issues.
- Coordinates communication with Indigenous stakeholders and BCOHRC departments to maintain consistent and effective relationships.

## **JOB REQUIREMENTS**

### **EDUCATION AND EXPERIENCE**

- A degree, preferably at the graduate level, with specialization in a relevant area such as Indigenous studies, sociology, human rights, or community development.

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- A minimum of five years recent, and direct, progressively responsible experience developing and executing departmental workplans and strategies based on organizational priorities and strategic plans as well as development of supporting policies and procedures.
- A minimum of five years recent, and direct, progressively responsible experience project and event planning as well as managing and facilitating complex Indigenous engagement projects on social issues. Experience must include larger scale processes preferably on a provincial level. Experience may include the following:
  - Experience with Indigenous audiences of different ages, languages, abilities and sizes with knowledge of accessibility principles and different engagement technology, such as:
    - One-to-one engagements, small or large group discussions and circles, town halls, public campaigns
    - Adult education, youth outreach, oral history, storytelling, ceremony, festivals, arts and fairs
    - Digital engagements – both formal and informal learning contexts
    - Accessible engagements with respect to disability, language, access to information and physical, social and economic barriers.
    - direct facilitation of human rights and/or social issues using trauma-informed, human rights, decolonizing, social justice, legal, mental health and/or other related content and approaches.
- Experience building relationships and/or collaborating on information and engagement initiatives with Indigenous groups or communities or with other groups with lived experiences of discrimination.
- Experience analysing complex Indigenous issues/concerns and providing advice to BCOHRC programs on inclusion of Indigenous issues.
- Experience working in an environment that supports or promotes human rights, equality and justice.
- Strong experience working in an interdisciplinary team environment.
- An equivalent combination of education and experience may be considered.
- 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.

**Note:** Recent experience would ideally be within the last seven years in order to be current and fluent with existing and emerging approaches, theories and trends particularly in project planning and engagement methods.

**WILLINGNESS STATEMENT: MUST BE WILLING TO TRAVEL OFTEN INCLUDING TO RURAL AND REMOTE AREAS.**

**Preference may be given to applicants with the following:**

- Experience engaging with the BC Public Service, employer/employee groups, professional associations, tenancy groups, and other rights holder and duty bearer groups.
- Experience with or certification in engagement methods such as the IAP2.

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- Experience applying communication, conflict management and diplomacy skills (written, verbal and online) with a diverse range of stakeholders from grassroots groups to government agencies to employers to marginalized peoples and proven ability to build strong and lasting relationships with these groups.
- Experience with impacts and efficacy evaluation and measurement of events and programs in an Indigenous context.
- Experience conducting stakeholder analyses and working with customer relationship management systems.
- Experience with a variety of office and collaboration software and/or willingness to learn new platforms and systems.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Commitment to and passion for human rights.
- Ability to build, lead and coach diverse teams and supervise staff.
- Knowledge of the B.C. *Human Rights Code* and other relevant legislation and regulations.
- Knowledge of the distinct nature of an Independent Office of the Legislature.
- Ability to function effectively, independently and with flexibility in a dynamic environment with shifting priorities and tight deadlines. Strong emotional literacy and self-management skills are thus needed.
- Superior oral and written communication skills including facilitation, presentation and editing skills to write, edit, and present a range of educational and training materials.
- Ability to exercise a high degree of confidentiality, discernment, tact and diplomacy in dealing with issues that could have a significant impact on the image and credibility of the Office.

#### **INDIGENOUS RELATIONS COMPETENCIES**

- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview and the culture of the BC Public Service, and to notice their commonalities and distinctions with Indigenous cultures and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.
- **Empathy** is the ability to recognize, understand and directly experience the emotion of another. It involves listening with heart, accepting their message, and staying focused on their experience rather than reacting. It means understanding that the behaviour may be connected to something outside of the immediate situation.
- **Sustained Learning and Development** means continually increasing your ability to build and maintain respectful and effective relationships with Indigenous people. Central to this competency is appreciating that there are many other cultural understandings of knowledge and ways of working that have legitimacy and deserve respect – and therefore require our continual learning and development, including direct exposure to cultural and community ways.

- **Ingenuity** is the quality of being inventive and creative when faced with a variation in BC Public Service objectives and those of Indigenous people. It involves dealing with problems in original and creative ways that seek commonalities and links rather than gaps and differences. It is approaching issues with a willingness to question one's assumptions and to take risks outside of common ways of thinking and doing. The value of courage may be strongly demonstrated when using ingenuity.
- **Process orientation** places a priority on how things are done. It is a willingness to remain open and follow in new directions. It means setting aside mainstream ways of achieving results and instead following culturally respectful processes that also produce results. It is letting go of agendas or the need to control, and trusting that the appropriate outcome will emerge from a good journey together. It means accepting that both the use of process orientation and a good relationship are concrete results.

## BEHAVIOURAL COMPETENCIES

- **Change Leadership** involves creating a new vision for the organization and taking the required actions to ensure that the members of the organization accept and support the vision.
- **Planning, Organizing and Co-ordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, colleagues, partners (e.g., educational institutes, non-government organizations, etc.), co-workers, peers, branches, ministries/agencies and other government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client needs.
- **Concern for Image Impact** is an awareness of how one's self, one's role and the organization are seen by others. The highest level of this competency involves an awareness of, and preference for, respect for the organization by the community.

**For more information on competencies, see:**

[Competencies in the BC Public Service](#)  
[BC Public Service competencies list](#)  
[Indigenous relations behavioural competencies](#)

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<sup>i</sup> BCOHRC is currently in the process of identifying a new term for "stakeholder" that does not carry the colonial or addiction implications that this term holds. The Indigenous Strategist may play a role in that identification.