



**Investigator
(Public)**

Competition Details

Competition Number	HOA.OCR.INV(P)24-25.001
Available Positions	Permanent Position
Employer	Office of the Citizens' Representative
Location	St. John's
Closing Date	April 26, 2024
Salary:	GL-18 (\$74,170 - \$82,061)

Position Details

Context The Office of the Citizens Representative (OCR) is an Independent Statutory Office of the House of Assembly (HOA) of Newfoundland and Labrador. The primary work of the office is to accept complaints from citizens who feel they have been treated unfairly with respect to their contact with government offices and agencies. Employees of the HOA enjoy comprehensive benefits such as a defined benefit pension plan, group medical/dental, paid provincial holidays, and paid leave benefits. As operational requirements allow, OCR may offer employees other flexible work arrangements such as flex-time.

Duties Reporting to the Assistant Citizen Representative, the position is responsible for responding to inquiries and complaints from citizens who feel they have been treated unfairly by the provincial government departments, agencies, boards, commissions and corporations scheduled to the Citizens' Representative Act. The investigator will be able to assess whether a complaint can be successfully resolved by mediation, and employ skills to achieve resolution where appropriate. The Investigator is responsible for planning investigations and gathering, in an unbiased and thorough manner, all relevant evidence that is required to complete the investigation, including the conduct of research on a variety of public administration issues, as well as interviewing lay and professional witnesses. The position is responsible for drafting extensive investigation reports, which will summarize and analyze the evidence gathered, and, where appropriate, make recommendations.

Merit Criteria

Screening Criteria

1. Completion of a degree in Business, Economics or Social Sciences.
2. Experience/Training in mediation/alternative dispute resolution (Asset)
3. Recent/Relevant experience in research, investigation work and report preparation.

Assessment Criteria

1. Knowledge of the Office of the Citizen Representative (Asset)
2. Knowledge of government programs and services
3. Legislative analysis and policy interpretation skills
4. Research skills
5. Mediation skills
6. Ability to Communicate Effectively (written and verbally)
7. Ability to think critically and objectively
8. Ability to maintain confidentiality
9. Ability to manage time and tasks
10. Ability to work independently and as part of a team
11. Professionalism

Conditions of Employment

Conditions of Offer/Acceptance

- Certificate of Conduct upon request
- Required to abide by the Code of Conduct for Employees of the House of Assembly Service
- Required to work flexible start/end times for workday
- Must be non-partisan

Applicant Information

- The House of Assembly values diversity in the work place and is an equal opportunity employer.
- Preference will be given to applicants who are legally entitled to work in Canada.
- Applications should be received before the close of business on the closing date - late applications with explanation may be accepted.
- It is the responsibility of the applicant to submit an application that demonstrates the required merit criteria.
- Applications that do not clearly demonstrate the required criteria will be screened-out.
- All applications must contain accurate contact information, including current mailing address, email address, and phone number.
- This competition may be used to fill future similar vacancies with the House of Assembly.

How to Apply

Applications, quoting Competition Number HOA.OCR.INV(P)24-25.001 should be submitted

Online HOACompetitions@gov.nl.ca

By Mail Human Resources Services & Payroll Administration
Corporate and Members' Services Division
House of Assembly
P.O. Box 8700
St. John's, NL A1B 4J6

By Fax (709) 729-3078

For additional information on this position, please contact Sharon Samson at sharonsamson@gov.nl.ca