

Job Class Profile: Human Rights Specialist**Pay Level: CG-36 Point Band: 790-813**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	6	2	3	5	5	4	1	3	
Points	280	100	13	14	150	108	83	21	32	801

JOB SUMMARY

The Human Rights Specialist investigates human rights complaints, provides public education and information to the general public, and presents to organizations. This includes responding to information requests, analyzing information to assess whether a human rights complaint can be filed, and referring clients to other agencies if the matter falls outside the jurisdiction of the Human Rights Commission.

Key and Periodic Activities:

- Provides information to the inquirer on the Code/Act, refers the inquirer to other services if necessary, discusses the inquiry with the Executive Director, analyzes information and determines whether a complaint can be filed, contacts the inquirer for follow-up, drafts a complaint form, reviews the complaint form and the investigation process with the inquirer, explains the responsibilities of the Complainant and the role of the Human Rights Commission.
- Requests and reviews all documentation, shares information between parties, arranges interviews, conducts site visits (work, home), attempts early resolution where possible, refers to mediation if warranted and agreed upon, completes investigation reports, tracks and reviews responses to the investigation reports and conducts follow-up as necessary.
- Conducts presentations and public speaking, develops and updates presentation materials on human rights legislation and the Commission, arranges visits with educators, service providers and organizations.
- Periodically researches, compiles and provides information on human rights issues to the Executive Director.

SKILL**Knowledge****General and Specific Knowledge:**

- Extensive and current knowledge of the Human Rights Code, related case law, and discrimination in general.

Formal Education and/or Certification(s):

- Minimum: Undergraduate degree in humanities or social sciences.

Years of Experience:

- Minimum: 4-5 years related experience.

Competencies:

- Strong communication, facilitation, presentation, report writing, time management, and analytical skills.
- Ability to remain neutral in highly emotional situations.
- Proficiency in various software programs including TRIM.

Interpersonal Skills

- A range of interpersonal skills are used to listen to information from other people, ask questions to get information, provide routine and complex information to others, communicate complex information and direction to others, conduct formal interviews, negotiate contracts or agreements, gain the cooperation of others to complete work or to address issues and solve problems, deal with upset or angry people, provide expert advice or counselling to others, and resolve disputes between people.
- Communications occur with employees in the immediate work area, supervisor/manager, clients/general public, and professional advisors/lawyers/subject matter experts.
- The most significant contacts are with: General Public to address various concerns and inquiries; Executive Director; Parties to the complaint, including lawyers who represent various parties involved in the complaint or to receive guidance from internal legal counsel.
- Example of most important interpersonal/communication skill: Provide information to the general public on obtaining information to facilitate a complaint, provide presentations to post-secondary institutions, and facilitate settlements between parties involved in a dispute.

EFFORT

Physical Effort

- The demands of the job do not result in considerable fatigue, requiring periods of rest.
- There is no requirement to lift.
- Sitting and fine finger precision work when using a computer.
- Standing, walking, driving required occasionally.
- Examples of physical demands: Majority of time is spent at a desk for extended periods of time taking calls, reviewing information, drafting reports, emails. There is freedom to move about.

Concentration

- **Visual concentration** is required while reading documents, working on computer, and ensuring accuracy of written reports/complain forms/letters.
- **Subject to time pressures/deadlines/and interruptions** when investigations must be completed in a timely manner but also responsible for taking “intake” calls. A schedule is needed for this. Callers or clients dropping in can take considerable time when attempting to complete another file.
- **Exact results and precision, and higher than normal levels of attentiveness and carefulness** are required when ensuring reports and complaint forms are factually accurate, reading/proofreading documents, and reviewing standard procedures with new clients.

Complexity

- Work tasks are generally different but related involving a wide variety of responsibilities and situations. Challenges and problems may range from working with defined and standard work processes to limited opportunity for standardized solutions.
- Examples of typical challenges/problems:
 - Respond to information requests on a wide range of topics pertaining to human rights.
 - Human Rights Officers are not required to solve complainant's problems but rather must provide information to parties and help them to resolve their own matters. Must ascertain the crux of the problem from individuals and relay the information in complaint forms, investigation reports, and potential resolution processes.
- When addressing typical challenges or problems the Human Rights Officer may refer to the Human Rights Code or human rights guidelines (i.e. policy or case law), or may seek assistance from the Executive Director and Human Rights Commission lawyers.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks are moderately prescribed or controlled.
- Human Rights Specialists can make the following decisions schedule presentations and make modifications to the presentation content and inquiries can be referred to other agencies or non-profit organizations, and witnesses identified for investigations, without the approval of a supervisor/manager.
- Supervisory approval must be obtained for all spending/purchasing and training. The Executive Director must review investigation reports and give approval to the final draft, review all complaint forms before mail out, and also decides whether to accept complaints for investigation. Human Rights Specialists do not have authority to accept complaints.
- Discretion is exercised within predetermined limits and procedures to screen out calls that are obviously not human rights matters without going to the Executive Director. The Specialists formulate their own investigations with input from the Executive Director or Commission lawyer. Discretion is exercised when deciding whether to forward a caller/inquiry if their situation is not related to human rights legislation.
- There are legislated time frames for filing valid complaints. Investigations are generally reviewed by either the Executive Director or in-house legal counsel. All complaints and investigative reports are reviewed by the Executive Director before being mailed out.

Impact

- Generally has impact on others in the immediate work area, within the department and organization, outside the organization, clients/general public, and legal counsel. Example: Information provided to callers affects what next steps they take. Information must be accurately entered into the tracking system in a timely manner or it can affect fellow investigators when taking subsequent calls from an inquirer. Accuracy and thoroughness in an investigation is required as the legal opinion and Commission's decision depends upon information gathered during an investigation.
- Errors may have significant impact on the department, outside the organization, on information and human resources. Example: If an error occurs in a report it may need to be re-written, re-

mailed, and the complaint may be delayed in its review by the Commission. There is a deadline in which a complaint can be made. Errors (such as errors in information or processing a form) may result in a valid complaint being rejected by the Commission and may have legal consequences.

- There are legislated time frames for filing valid complaints. Investigations are generally reviewed by either the Executive Director or in-house legal counsel. All complaints and investigative reports are reviewed by the Executive Director before being mailed out.
- Identification and resolution of errors normally occurs within hours of problem identification.

Development and Leadership of Others

- There is no supervision of staff.
- May be required to provide orientation and on the job training to new employees.

WORKING CONDITIONS

Environmental Working Conditions

- Some safety precautions and equipment are in place including panic buttons in the office. Specialists cannot meet with a party to a complaint alone in the office or at their home.
- There is no likelihood of minor cuts, bruises, abrasions, injury, or illness.
- Occasionally required to travel and exposed to adverse weather, physical dangers/threats and unusual noise.