

JOB DESCRIPTION

Section 1 - Identifying Data

Position Number: 106143	Department: Child and Youth Advocate Office
Position Title: Client Services Administrator	Location: Whitehorse, Yukon
Incumbent:	Date Completed: March 13, 2023
Supervisor's Title: Child and Youth Advocate	Security Clearance Required: Yes
Supervisor's Position: 104146	

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.

Section 3 – Principal Duties and Responsibilities

- Provides senior level executive support for the efficient functioning of the Child and Youth Advocate Office by managing the Child and Youth Advocate Office's calendar and schedules, prepares related documentation, drafts correspondence, and background information, agendas, and minutes, implements, and oversees multiple "bring forward" and tracking systems, and ensures that proper procedures and protocols are followed. Maintains office equipment, coordinates travel arrangements purchasing, procurements, and building maintenance issues with the Legislative Assembly Office.
- Provides compassionate reception services as the initial and main point of contact, 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 records on the nature of calls to provide clients and agencies with general program information.
- Facilitates compliance with provisions in the *Child and Youth Advocate Act*, and associated policies related to confidentiality, protection of privacy and disclosure of information.
- Coordinates and manages the maintenance of the records system to ensure operational and client 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, work plans, databases and case management systems.
- 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 workshops, conferences and.
- Prepares statistical reports and data summaries upon request and on a monthly and annual basis and assists in the creation of Child and Youth Advocate promotional materials. Coordinates and manages the production of the Annual Report, proofs drafts, gathers the information, constructs

statistical tables, recommends publication designs and distributes reports.

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.

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, electronic, 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 an Advocate meet with the person immediately. The incumbent will explain the services offered by the Child and Youth Advocate Office and where appropriate, provide program information.

The incumbent is held accountable for scheduling appointments, bringing files forward, filing of all records electronically and physically, coordinating purchases, managing databases, final proofing of correspondence and reports.

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

1. What is the Annual Budget for the unit under the direct control of the position? Nil
2. Does the position have the authority to reallocate resources, i.e. transfer budget funds? No
3. Describe other expenditures or revenues influenced by this position and how.

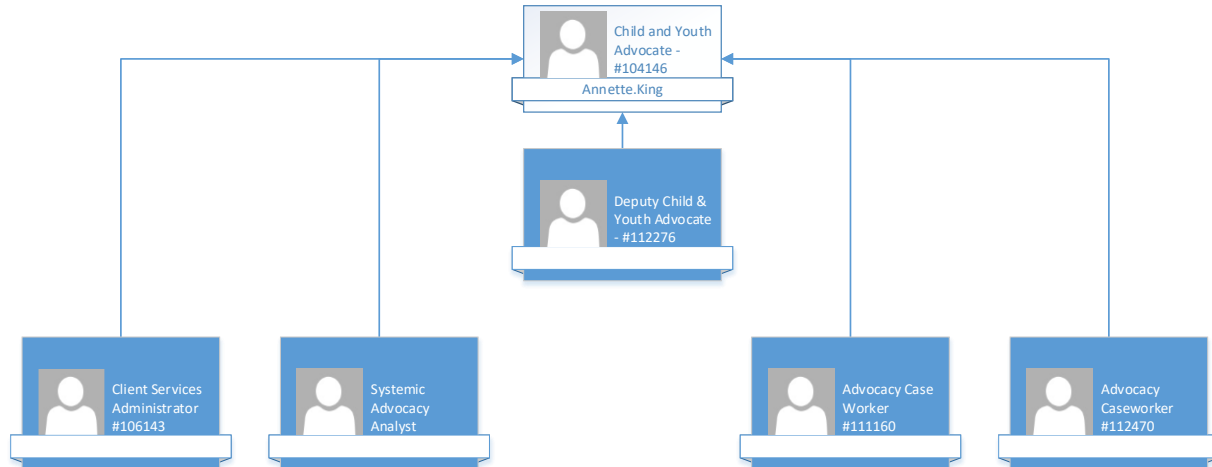
Although this position does not have direct responsibility for the expenditures, the incumbent will be required to work closely with the Child and Youth Advocate in determining the most effective use of financial resources and options available for reallocating resources to meet their requirements. This 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 demonstrate reliability and accountability as a representative of an independent office of the Legislative Assembly. Given the small size of the office, the incumbent is required to be a collaborative member of the team. The incumbent will be expected to make

decisions on how to maintain the confidentiality and security information for the Child and Youth Advocate Office and how to manage personal responses to the experiences of the work.

Section 8 – Organization Chart



Section 9 - 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>Child and Youth Advocate: I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.</p> <p>Supervisor: _____</p> <p>Date: _____</p>	<p>Director of Human Resources for the Child and Youth Advocate Office:</p> <p>Director: _____</p> <p>Date: _____</p>
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