JOB DESCRIPTION
MANAGER OF SYSTEMIC ADVOCACY

Section 1 - Identifying Data

Position Number:
Position Title: Manager of Systemic Advocacy
Supervisor's Title: Child and Youth Advocate
Supervisor's Position Number:

Department: Child and Youth Advocate Office
Location: Whitehorse, Yukon
Date Completed: April 7, 2026
Medical Clearance Required: No
Security Clearance Required: Yes

Signed Oath of Confidentiality and Declaration of Conflict of Interest are required for this position.

Section 2 - General Summary

The Child and Youth Advocate is an independent officer of the Yukon Legislative Assembly responsible for promoting the views and rights of children and youth eligible to receive Yukon government services.

The Manager of Systemic Advocacy is a contributing member of the Child and Youth Advocate's leadership team, responsible for representing the Child and Youth Advocate's mission, vision, and values, and in the effective implementation of the *Child and Youth Advocate Act*. They are responsible for leading the operational direction of communications, policies, and reviews, taking into account the provisions of the United Nations Convention on the Rights of the Child, and Yukon First Nations history, traditions, protocols and governance.

Section 3 - Principal Duties and Responsibilities

1. Provides direction, guidance and mentoring to employees, contractors and students, fostering teamwork and achieving measurable outcomes. Supports training and development for Systemic Advocacy Representatives, determines work assignments, approves leave, provides performance evaluations, and addresses performance management or disciplinary issues. Ensures compliance with the *Child and Youth Advocate Act*, operational policies and the mission, vision values of the office.

2. Oversees systemic reviews and Child Rights Impact Assessments, by conducting detailed research and analysis of issues centered on the rights and views of young people, review of legislation and policy and inter-jurisdictional trends. Plans, develops and conducts reviews of records and communications often involving sensitive, traumatic, and high-profile cases. Coordinates culturally safe engagement with relevant First Nations governments, service providers, subject matter experts and families. Identifies service gaps and leads the development of recommendations to designated services that can be monitored for compliance. Considers relevant Yukon legislation, United Nations Convention on the Rights of the Child, Truth and Reconciliation Calls to Action, Yukon Government policies and procedures, information management responsibilities, and relevant research and agreements when developing recommendations to designated services.

3. Responds to advocacy referrals of a complex, sensitive, and serious nature for children, youth, family members and others with an interest in the child or youth. Assesses advocacy cases, recognizing the best interests of children and youth and acknowledging the importance of First Nations' traditional

values in supporting all children, youth, and families. Leads or guides the analysis, research and review of individual advocacy data to inform policy and systemic issues related to the mandate of the Child and Youth Advocate.

4. Manages, oversees, and prepares timely, professional, and comprehensive correspondence, case documentation, data collection and reports including detailed reviews and analyses of facts, circumstances and actions taken. Oversees the development and application of compliance tools to track the degree to which designated services have made progress toward implementing the Child and Youth Advocate's recommendations.

5. Develops, plans, implements and evaluates communications and public education strategies to fulfill the legislated responsibility to inform children, youth and the public about the *Child & Youth Advocate Act*, the role of the Advocate and staff, and the services provided. Coordinates the production and dissemination of print or electronic promotional and informational material, e.g. news releases, information tools, child friendly resources, content for website, social media posts, background documents, annual reports, brochures, and posters. Develops and delivers public education workshops about the role of the Office of the Child and Youth Advocate, about the United Nations Declaration on the Rights of Children and Child Rights Impact Assessments.

6. Provides and oversees support to the Child and Youth Advocate to develop and maintain annual business plans, contingency plans, budgets, and training plans. Provides analysis, advice, and expertise regarding priorities, needs, cultural/environmental/political impacts, resources, and government policy. Provides direction and support to develop and implement strategic plans, operational workplans, performance indicators and evaluation processes to fulfill the legislated responsibility of *Child & Youth Advocate Act*, and the role of the Advocate. Develops, implements, reviews, and evaluates operational policies, procedures, practices, tracking systems and case management systems. Advises the Child and Youth Advocate on program/service/policy alternatives in order to enhance the effectiveness and efficiency of programs and services and to lessen negative implications or conflicts, which may arise within areas of responsibility and for the Child and Youth Advocate Office as a whole.

7. Ensures compliance with the *Child & Youth Advocate Act* and operational policies relating to confidentiality, protection and disclosure of information and conflict of interest.

Section 4 - Knowledge/Experience

This position requires extensive understanding of Yukon First Nation history, culture, traditions, and values, child and youth development and services that support children of all ages and abilities.

- Strong knowledge of Yukon First Nations Final Agreements and Truth and Reconciliation Calls to Action and awareness of First Nations principles of Ownership, Control, Access and Possession (OCAP).

- Knowledge of programs and services for children and youth with varied backgrounds, experiences and abilities.

- Knowledge of United Nations Convention on the Rights of the Child and Child Rights Impact Assessment.

This position is expected to have strong knowledge of communications principles, practices, and techniques; policy development and evaluation methods and techniques; case management; planning and project management methods and techniques.

- Strong knowledge of Yukon territorial legislation, Yukon government policies and procedures.

- Knowledge of government systems, operational systems and policies.

This position leads in gathering and analyzing information, research, and communication and uses innovative approaches to present findings, create recommendations and monitor compliance.

- Knowledge of mixed method research methods and techniques for engaging diverse groups of participants.
- Knowledge of computer systems, data analysis and reporting writing techniques.

This position is required to demonstrate leadership by developing an operational plan for reviews, clarifying roles, creating measurable goals and timelines, and accessing required resources to complete reviews effectively.

Section 5 - Contacts

- Daily contact for supervision of Systemic Advocacy Representatives, students and contractors
- Daily contact with the Child and Youth Advocate, Deputy Child and Youth Advocate and Client Services Administrator as part of daily operations.
- Frequent contact with Advocacy Representatives regarding individual advocacy process and reviewing systemic trends
- Regular contact with First Nations governments, cultural advisors and elders to coordinate advocacy services, to seek out knowledge of First Nation history and values and to build and maintain relationships and ongoing communication related to advocacy, reviews and public education
- Regular attendance at in-person meetings at leadership tables to represent the Child and Youth Advocate Office and to facilitate collaborative engagement processes.
- Regular contact with children and youth accessing advocacy services
- Regular contact with children, youth, families and communities as part of review processes
- Regular contact with community agencies, youth groups and service-providers who assist children and youth.

Section 6 – Specific Accountabilities

The position is responsible for ensuring that the work unit is effective and able to meet timelines on initiatives within the Office. Further, this position is responsible for capacity development and for fostering a strong collaborative team approach to managing reviews effectively, efficiently, and aligned with the Child and Youth Advocate Office's mission, vision, and values.

The decisions made by the Manager of Systemic Advocacy, along with their approach to project management and leadership, will have a direct impact on the success of the Child and Youth Advocate Office in meeting its goals and objectives.

Section 7 – Budget – n/a

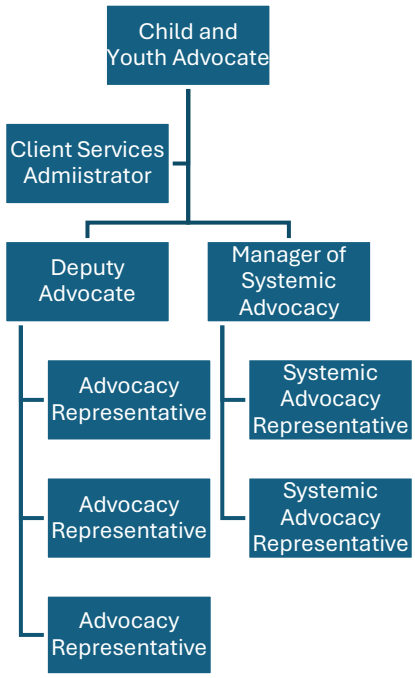
Section 8 - Working Environment

The Child and Youth Advocate Office regularly navigates sensitive and disturbing information about harm to children, including child abuse, critical incidents and child death. As a senior leader, this position must engage with children, youth and families, review records involving challenging systemic barriers, and support the rest of the team in providing a compassionate and professional response to those who may be distressed, emotional, angry, confrontational, or defensive.

The Manager of Systemic Advocacy works in an office environment and must be extremely well organized, pay close attention to detail, and is expected to maintain a high standard of productivity while managing competing priorities, frequent interruptions, pivoting between tasks and deadlines, adapting, and rapidly reassessing workflows.

The Manager of Systemic Advocacy travels to communities approximately 2-4 times per year, approximately 2-4 days per trip and travels outside the Territory once per year for 2-3 days.

Section 9 – Organization Chart



Section 10 - 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.

Supervisor: I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position. Supervisor:_____ Date: _____	**Incumbent** (where applicable): I have read the foregoing position description and understand that it is a general description of the duties assigned to the position occupied by me. Incumbent:_____ Date: _____

Director, Human Resources Child and Youth Advocate Office

_____

Date: _____