

Executive Employment Opportunity

Citizens' Representative, Office of the Citizens' Representative



Newfoundland &
Labrador

The Office of the Citizens' Representative provides a province-wide ombudsman service. The primary work of the Citizens' Representative is to accept requests from citizens who feel they have been treated unfairly with respect to their contact with government offices and agencies.

Operating under the **Citizens' Representative Act**, the powers of the Representative center around the resolution of disputes, brought forward by citizens or by the Representative, regarding decisions, acts, or omissions by government departments or agencies related to the matters of administration, when all other avenues of administrative appeal have been exhausted. The Lieutenant-Governor in Council and the House of Assembly may also refer to the Representative, a matter for investigation and report related to the matters of administration. The Representative is the Chief Investigator for whistle blowing complaints under the **Public Interest Disclosure and Whistleblower Protection Act** and the **House of Assembly Accountability, Integrity and**

Administration Act. The Representative is responsible for leading a team of professionals dedicated to addressing issues raised by the general public that fall within the mandate of the office.

This opportunity provides the incumbent with the ability to build institutional respect and shape government policy through recommendations designed to improve process. As well, the successful candidate will, from time to time, speak to the media on issues related to the office.

Strategic vision and planning, the ability to maintain effective relationships with both government officials and community members will be critical to the role. Effective verbal and written communication skills are also essential. Knowledge or understanding of public administration and/or citizen advocacy would be an asset, as would an understanding of government programs and services/public service.

The executive position will require the successful candidate to demonstrate considerable and progressively responsible experience in the areas of management and

senior leadership. Experience in, or a comprehensive understanding of investigative processes within a highly confidential environment is required. Demonstrated experience in mediation is also required.

Qualifications for this position would normally be acquired through completion of a university degree in a relevant discipline such as law, social work, or public administration combined with relevant experience. Masters level training would be preferred. Equivalencies will be considered.

The Citizens' Representative reports to the Speaker of the House of Assembly. The term of office is for six years, to a maximum of two terms.

The Representative exercises his/her responsibilities and conducts duties in accordance with the Code of Conduct for employees and statutory officers of the House of Assembly. Legislation referenced can be viewed at:

www.assembly.nl.ca/legislation

Search #: IAC 2018-018
Location: St. John's, NL
Closing Date: Open Until Filled

Please submit your resume referencing the Search #, to the Independent Appointments Commission in one of the following ways:

Email: contact@iacnl.ca
Fax: 709-729-3178

IAC Mail : 50 Mundy Pond Road
P.O. Box 8700, St. John's, NL A1B 4J6