



IDENTIFICATION

Department	Position Title	
The Legislative Assembly	Intern, Inquiry/Intake and Case Management Officer	
Position Number	Community	Division/Region
12-14412	Yellowknife	NWT Human Rights Commission/HQ

PURPOSE OF THE POSITION

The Human Rights Intern, Inquiry/Intake and Case Management Officer assists in the inquiry and intake process, in the restorative dispute resolution process and in overseeing the case management of all complaints under the *NWT Human Rights Act* (“Act”) in order to meet legislative requirements and support territorial operations.

The Officer also provides guidance and assistance to government, non-government, union, landlords, and private sector management and employees in the area of human rights and the provisions of the *NWT Human Rights Act*.

SCOPE

This position is located in Yellowknife but serves the population of the entire NWT. Reporting to the Director of Human Rights, the Human Rights Intern, Inquiry/Intake and Case Management Officer (Officer) helps members of the general public to understand the scope of the *NWT Human Rights Act* and when appropriate assists them to put forward complaints pursuant to the Act.

The Officer promotes compliance with the Act and promotes equality and human rights in the Northwest Territories by providing technical information to the public and disseminating and promoting the use of the Commission’s publications and educational materials.

The Officer’s work contributes directly to the protection of the fundamental human right to equality in the NWT. The Officer’s front-line functions impact directly on the effective administration of the *NWT Human Rights Act*. Improper handling of inquiries and complaints could lead to appeals, judicial reviews and a loss of public trust in the complaint process.

RESPONSIBILITIES

- 1. Provides guidance and assistance to the public as well as to government, non-government, union, landlords, and private sector management and employees in the area of human rights and the provisions of the *NWT Human Rights Act*.**
 - Provides information on human rights legislation, policy and remedies, including relevant case law and decisions on particular circumstances to employers, service providers, landlords, government agencies, unions, non-profit agencies and members of the public.
 - Researches and maintains current knowledge of human rights case precedents and legislation affecting federal, provincial and territorial human rights issues.
 - Ensures current publications are available to the public and manages displays of and requests for information.

- 2. Assists clients with inquiries and complaints filed under the *NWT Human Rights Act*.**
 - Provides a confidential inquiry service to the public, assisting individuals who wish to file complaints and/or referring them to other services and agencies when appropriate.
 - Researches and maintains data base of advocacy and other supports available to the public for possible referral.
 - Responds to all inquiries in a timely manner and assists in creating and implementing customer service standards.
 - Analyzes incoming inquiries and complaints by interpreting the relevant sections of the *NWT Human Rights Act* as well as case precedent from the NWT and other Canadian jurisdictions to determine if there are grounds for accepting a formal complaint.
 - Meets with clients to listen and record the details of their complaints and to explain the steps of the complaint process to them.
 - Prepares and ensures completion of complaint forms and complaint details to meet the requirements of the Act, case precedent and relevant organizational policies and procedures.
 - Provides initial analyses and recommendations to the Director whether complaints should be accepted or dismissed pursuant to section 30 review process.

- 3. Assists in restorative dispute resolution between complainants and respondents, union representatives, and legal counsel to resolve human rights issues.**
 - Assists Human Rights Officers in facilitating restorative dispute resolution discussions with complainants and respondents, their legal counsel and/or union representatives before a complaint is investigated.
 - Assists Human Rights Officers in drafting legally binding settlement agreements and managing the settlement process.

- 4. Provides case management administrative support for the Director's Office.**
 - Records inquiry and complaint activities in compliance database.
 - Creates paper files for complaints.
 - Maintains the central filing system for active inquiry and complaint files.

- Carries out corporate searches through the legal registries of the GNWT. Corporate searches are carried out with private companies, corporations, sole proprietorships, partnerships, and non-profit organizations.
 - Generates respondent service letters and verbally serves respondents, answering questions and providing information on complaints, the complaint process and deadlines for responses.
 - Updates status of complaint files as complaint process is followed.
 - Assists HROs, Deputy Director and Director to gather information and contact/update parties.
 - Records interactions with parties and next steps on memos to file.
 - Generates template letters for the signatures of the Director, Deputy Director and HROs.
 - Ensures that tracking systems and database entries related to complaints are kept up to date.
 - Participates in regular compliance meetings.
- 5. Assists in the implementation and development of compliance policies, standards, procedures and forms, including template letters.**
- Develops list of template letters.
 - Establishes electronic files of all templates and organizes them for use by all staff.
 - Assists with the development of new template letters.
 - Assists with the implementation of customer service policies, standards, procedures and forms.
- 6. Provides other administrative support as required.**
- Acts as back-up for reception, including delivering letters and messages when required.
 - Makes logistical and/or travel arrangements as appropriate.
 - Assists in preparing materials for community visits.
 - Performs other related duties as required.

WORKING CONDITIONS

Physical Demands

No unusual physical demands.

Environmental Conditions

No unusual environmental conditions.

Sensory Demands

Most inquiries and interviews are conducted over the phone. On a daily basis, the Officer must listen to people on the phone or in person for long periods of time (up to 2 hours) while being required to accurately record their complaints, concerns, and submissions of evidence.

Mental Demands

The Officer works with, and must appropriately handle, unpleasant direct personal contacts or concerns about unpleasant situations during inquiries, complaint intakes and investigations/mediations on a daily basis.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of domestic human rights principles, theory and legislation.
- Conflict resolution skills including dealing with angry, highly emotional individuals.
- Demonstrated analytical and problem solving skills required to interpret and apply legislation to specific situations.
- Ability to communicate effectively, clearly and concisely orally and in writing and in a cross-cultural setting.
- Effective listening skills.
- Proven interpersonal skills.
- Organizational and time management skills and the ability to manage competing priorities and stressful environments.
- Ability to research a variety of legal and academic sources for specific human rights issues and case precedents.
- Ability to maintain neutrality and confidentiality.
- Proficiency in using computers, knowledge of word processing, database, internet and e-mail applications.

Typically, the above qualifications would be attained by:

A degree in a related academic discipline (law, social sciences, humanities, development studies).

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)
Level required for this Designated Position is:
ORAL EXPRESSION AND COMPREHENSION
Basic (B) Intermediate (I) Advanced (A)
READING COMPREHENSION:
Basic (B) Intermediate (I) Advanced (A)
WRITING SKILLS:
Basic (B) Intermediate (I) Advanced (A)
- French preferred

Indigenous language: Select language

- Required
- Preferred