



## IDENTIFICATION

Department	Position Title	
Legislative Assembly	Early Resolution Officer	
Position Number	Community	Division/Region
12-14768	Yellowknife	Office of the Information and Privacy Commissioner

## PURPOSE OF THE POSITION

The Early Resolution Officer is responsible for all activities related to the management of the Office of the Information and Privacy Commissioner (OIPC) of the Northwest Territories, including investigations and operational needs related to the Access to Information and Protection of Privacy Act, and the Health Information Act. This includes the development of OIPC policies, procedures, guidelines, forms, monitoring of daily workflow and financial requirements.

The position is also responsible for complaints intake and facilitating informal resolutions of complaints from the public. The officer also provides guidance, assistance and education regarding the process and procedures of the OIPC. The officer will conduct and assist with investigations and reviews of territorial government departments' and agencies' compliance with privacy legislation.

## SCOPE

The Early Resolution Officer (Officer) reports to the Information and Privacy Commissioner (IPC).

The Office of the Information and Privacy Commissioner (OIPC) is an independent statutory office of the Legislative Assembly and is responsible for ensuring the government upholds the public's right of access and protects privacy interests. Its quasi-judicial role is critical to maintaining a robust and healthy democratic government.

The powers and duties of the Information and Privacy Commissioner are specified in the Access to Information and Protection of Privacy Act, SNWT 1994 c.20 and the Health Information Act SNWT 2014 c.2.

The mandate of the Commissioner includes: upholding individuals' right of access to records



held by public bodies; upholding privacy rights of individuals with respect to public bodies' collection, use and disclosure of personal information and personal health information; reviewing and commenting on legislation and government programs and services that may impact access to information or protection of privacy; and providing public education programs regarding access to information and protection of privacy.

The Officer contributes to the implementation of these legislated functions. The position works independently, and is the OIPC's primary point of contact for the public, public bodies, and health information custodians. The position assesses whether a matter is within the jurisdiction of the IPC and ensures that legislative and policy timelines and requirements are being met. The position contributes to all aspects of the conduct of investigations and reviews.

The Officer performs interviews to gather information, researches and analyzes information to confirm jurisdiction and identifies issues for further assessment. Where the officer identifies an opportunity to resolve less complex issues through immediate action by a public body, the officer may conduct an early resolution process. Through a principled approach, the officer independently engages with public bodies and complainants using conflict resolution skills to develop solutions. Where early resolution is not appropriate, the officer recommends alternative actions to the Information and Privacy Commissioner, including moving to a formal investigation. The position also drafts legally binding orders for review and approval by the Commissioner.

This position provides registry services for all OIPC case files. Proper handling of requests for review ensures timely responses to complaints and promotes public trust. This position delivers services and communicates in a courteous, confidential and professional manner that also demonstrates sensitivity to the geographical and cultural diversity of the Northwest Territories. The position regularly exercises independent judgment and requires a thorough understanding of the governing legislation and of the policies and procedures of the OIPC.

The OIPC operates independently from government and maintains its own computer and data systems and equipment. This position is responsible for working with supporting roles within the Legislative Assembly to ensure that operational office systems, including Information Technology systems, are operational and sufficient. The position is also responsible for supervising casual staff and overseeing contractors, independent consultants, and third-party service providers, when applicable.

## **RESPONSIBILITIES**

### **1. Facilitates Early Resolution of Complaints**

- Analyzes incoming complaints from members of the public, reviews documents, and legislation to assess whether the matters fall within the



OIPC's jurisdiction.

- Determines if an early resolution is appropriate, advises the IPC on the appropriate course of action and initiates a preliminary investigation.
- Leads the process to facilitate early resolution between applicants and public bodies.
- Conducts interviews with complainants, assesses each request, and recommends an appropriate resolution.
- Identifies and gathers relevant evidence for the investigation.
- Liaises with all parties during an investigation, and provides process guidance and support, and information with respect to the legislation.
- Undertakes sensitive and confidential correspondence with public bodies and individuals to ensure accountability and compliance with legislation.
- Ensures complete and accurate information is recorded and documented in the investigative case management system.

## **2. Investigates requests for review and extensions of time requests**

- Analyzes all incoming complaints and determines if there are grounds for accepting a formal complaint or Request for Review.
- Gathers all relevant information and documentation and advises the IPC on the appropriate course of action: to initiate a preliminary investigation, to initiate review, to mediate and alternative resolution, or to deny the request on legislated grounds.
- Monitors file progress to ensure the IPC and the parties to a complaint comply with time limits, other legislated requirements, and all applicable policies.
- Analyzes submissions from the applicant and public body.
- Prepares the Review Report and Order for IPC's approval and final decision.
- Completes final letters to all parties including the Review Report and order.
- Confirms compliance by the public body in accordance with the IPC order.
- Prepares and notarize documents for filing with the Supreme Court of the NWT.

## **3. Participates in the development and implementation of procedures and processes for the workflow of the Office of the Information and Privacy Commissioner.**

- Drafts procedural guidelines and processes with respect to initial complaint assessments, for review and approval.
- Implements approved processes and makes recommendations for adjustments as needed to the Commissioner.
- Collaborates with Investigator roles to ensure smooth integration of



business processes across the unit.

**4. Coordinates the initiation and ongoing support for projects related to investigations and system-level audits, as directed by the IPC.**

- Conducts initial research and organizes information for IPC review.
- Prepares project plans that may include variables such as resource requirements, budgets, and timelines.
- Identifies potential options for courses of action, and associated decision points.
- Provides ongoing information coordination and logistical support to IPC and Investigator roles as required.

**5. Responsible for ensuring secure, confidential, and effective investigative records management for the OIPC according to applicable legislative requirements.**

- Provides registry services for all OIPC case files.
- Facilitates the secure transfer of confidential records.
- Manages document retention and destruction as required by statute.

**6. Coordinate OIPC communications.**

- Supports the Commissioner in drafting the Annual Report, including the collection and verification of data and statistics, translation, publication and distribution.
- Maintains and updates the OIPC website.
- Coordinates translation of all communications and correspondence into official languages as needed.

**7. Responsible for all financial duties and reporting on behalf of the OIPC.**

- Ensures that the financial operating system contains accurate, complete and current records of available operational funding and expenditures.
- Maintains the OIPC's financial records and ensure that financial reports are available as required and contain current, relevant and accurate information.
- Coordinates the hiring of consultants for projects according to established staffing processes.
- Assists with establishing contracts for out-sourced legal services, consulting services, investigative services, and transcription work, according to procurement procedures.
- Prepares, manages, and maintains all procurement documents and manages all ongoing costs, invoices, and payments.



## **8. Human Resources support.**

- Participates in initial staffing and renewal processes for casual employees.
- Orients new staff to office procedures including records management, information technology, and security measures.
- Approves applicable leave for casual employees.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual conditions.

### **Sensory Demands**

The incumbent will be required to simultaneously actively listen to and record information from complainants.

### **Mental Demands**

The position frequently encounters conflicting priorities and deadlines. The incumbent will occasionally work with clients who may exhibit difficult behaviours.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of the Northwest Territories' Access to Information and Protection of Privacy Act and the Health Information Act or similar legislation.
- Conflict resolution skills to negotiate resolutions to complaints.
- Ability to manage interactions in stressful or confrontational situations and to act with tact and discretion.
- Ability to communicate in a clear and concise manner both in person, by telephone, or by correspondence, including the ability to listen, and communicate technical information to a non-technical audience.
- Writing and proofreading skills, including the ability to convert policy and legal information into plain language.
- Ability to demonstrate ethical behaviour and maintain confidentiality.
- Knowledge of operational financial management, data, administration, and records management practices and procedures.
- Knowledge of office management required for the effective operation of a statutory office.



- Knowledge of office computer applications, including word processing, spreadsheet, email, planning and presentation software applications, secure file transmission, as well as use of the internet.
- Ability to work both as part of a team and also independently without supervision to meet operational objectives.
- Ability to be detail oriented and organized in an environment that requires protocols to be adhered to under strict time constraints.
- Ability to work to deadlines and manage continually fluctuating workloads.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

**Typically, the above qualifications would be attained by:**

The completion of an undergraduate degree in a relevant field, and two years of relevant experience, such as in a legal services environment, or in records management.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

The incumbent must become and remain designated as a Notary Public, to assist in executing legal documents.

The incumbent will be required to swear or aver not to disclose any information obtained in the course of their duties with the OIPC except in accordance with the applicable legislation.

**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