



IDENTIFICATION

Department	Position Title	
Legislative Assembly	Human Rights Adjudication Panel Officer	
Position Number	Community	Division/Region
12-14769	Yellowknife	Human Rights Adjudication Panel

PURPOSE OF THE POSITION

The Human Rights Adjudication Panel Officer is responsible for the day-to-day management of the Human Rights Adjudication Panel (Panel). This position works within a statutory and policy framework. The responsibilities are in accordance with the Human Rights Act, Rules of Practice and Procedure, and Panel policies and procedural directives.

The Officer assists the Chairperson with the planning and organizational development of the Panel and provides complete administrative support to the Panel Chairperson and Adjudicators.

The primary responsibility of the Officer is to manage, direct, control and monitor the day-to-day operations of the Panel office. This responsibility includes the completion of statutorily assigned tasks and those delegated from the Panel Chairperson and Adjudicators.

SCOPE

The Panel is an independent, quasi-judicial tribunal established under sections 48 to 65 of the *Human Rights Act*. Panel members are independent Adjudicators appointed by the Commissioner on the recommendation of the Legislative Assembly. The Panel maintains a high standard of performance and accountability. It applies a restorative approach in hearing and deciding human rights complaints referred from the Human Rights Commission in addition to appeals of complaint dismissals. Adjudicators have the authority to make findings of discrimination and broad powers of ordering compensation, damages, costs, and compliance. Adjudicator decisions impact a broad

cross section of the Territory's residents and organizations including the Government of the Northwest Territories.

The Officer is accountable for the smooth operation of the Panel office and represents the Panel as the first contact with the public. The incumbent liaises with various government departments, businesses, and individuals. A high degree of tact, diplomacy and cultural sensitivity are required to interact with complainants who are often upset, having already gone through the Human Rights Commission process. The incumbent must also interact with legal professionals, witnesses, business owners, and government officials.

The Officer is responsible for managing, directing, controlling, and monitoring the day-to-day operations of the Panel by facilitating the logistical aspects of case management and hearings. The incumbent must provide the public and parties appearing before the Panel, with accurate information about process, procedures, and policies. Failing to provide accurate information to external stakeholders could result in costly delays and negatively impact the Panel's independency and public standing. The Officer also ensures all issues with potential to delay or compromise a hearing from proceeding on schedule are managed. The Officer manages case timelines with Adjudicator consultation and is responsible for drafting all notices, and other preliminary administrative material.

The Officer is responsible for managing the Panel's budget. This includes pre-screening all Adjudicator invoicing, maintaining the Panel's financial accounting, and assisting the Chairperson in development of budget reporting.

The Officer has a dual reporting relationship. For administrative government aspects of the position, the Officer reports to the Deputy Clerk, Legislative Assembly, and for all aspects of the position concerning the Panel's adjudicative responsibilities, the Officer reports to the Panel Chairperson or individual Adjudicators in case-specific matters.

RESPONSIBILITIES

1. Manages the Panel Office Operations:

- Oversees the day-to-day activities and work flow of the Panel office.
- Identifies Panel practices and procedures that require improvement.
- Manages and maintains the Panel's case management system.
- Ensures Panel office compliance with all GNWT administrative requirements such as reporting and records management.
- Oversees the Panel's budget with consultation with the Panel Chairperson.
- Reviews Panel expenses/costs; verifies monthly variance reports to ensure information, projects needs and expenditures.
- Assists the Chairperson with the development of the Panel's contribution to the Commission's Annual Report
- Monitors Adjudicator's contract costs, per diems and travel claims/expenses.
- Monitors the statutory appointments and terms of Adjudicators.

- Prepares statistical reports, and provides information and responses using the Panel's case management system and other sources, for the Chairperson.
- With the direction of the Chairperson, may address media inquiries.
- Develops and implements training opportunities for Adjudicators.
- Ensures the appropriate level of customer service is provided to parties appearing before the Panel and other internal and external contacts/stakeholders.
- With the direction of the Chairperson, addresses all media inquiries regarding the Panel
- Responds to all emails
- Proof-reads and edits all paperwork, emails, documents, decisions
- Updates the website with all public notices of hearings, decisions and report as well as general knowledge.
- Identifies and analyses issues and trends and proposes better procedures to deal with such matters
- Schedules and plans regular Panel meetings, and brings forward concerns and matters to the panel for their discussion and consideration
- Schedules and plans quarterly meetings between the Panel Chairperson, Commission Chairperson and Director of Human Rights
- Coordinate with Commission staff to arrange an annual restorative training event for the human rights system as a whole
- Collaborates with the Human Rights Commission on annual training events such as Restorative practices, and principles of administrative justice.

2. Provides Oversight of Case Management

- Opens new case files and establishes electronic systems of support
- Arranges all pre-hearing and hearing dates and time
- Prepares all case notices and correspondence
- Prepares notes, letters, responses to emails regarding all case files
- Ensures all administrative and logistical matters are addressed for pre-hearing conferences and hearings including venue readiness and the recording of hearings
- Corresponds with all parties regarding all file matters on behalf of Adjudicators
- Ensures Adjudicators follow procedural directives regarding restorative practices, as well as pre-hearing and hearing procedures, and enforces timelines for completion of decisions
- Reviews draft decisions to ensure formatting follows formatting complies with procedural directives
- Provides copies of decisions to the Director of Human Rights to maintain a public register of decisions and arrange for publication on Canlii.

3. Maintains and Delivers Panel Resources and Public Information

- Researches, prepares and maintains current resources on the Panel website in consultation with the Chairperson
- Researches and maintains current knowledge of human rights case precedents and legislation affecting federal, provincial and territorial human rights issues.

- Researches and maintains data base of advocacy and other supports available to the public for possible referral.
- Assists in the implementation and development of compliance policies, standards, procedures and forms, including template letters.
- Develops list of template letters and maintains electronic files of all templates and organizes them for use by Adjudicators
- Assists with the development of new template letters, customer service policies, standards, procedures and forms
- Provides resource and training development for Adjudicators

4. Provides Procedural Support to Parties, Representatives and Adjudicators.

- Provides information to parties and their representatives on human rights legislation, Rules of Practice and Procedures, Panel policies, and expectations for hearings
- Provides a confidential inquiry service to the public, assisting individuals who with the process and the requirements for HRAP hearing
- Meets with clients to listen and record the details of their inquiries and assist if possible or direct to the Adjudicator for clarification
- Familiarizes parties and representatives with restorative approaches and active adjudication techniques used by Adjudicators
- Prepares parties and representatives to make effective use of time at pre-hearing conference and hearings
- Provides technical support during pre-hearing conferences and hearings, including hosting virtual hearings and recording proceedings using the Telemerge system
- Responds to all inquiries in a timely manner and assists in creating and implementing customer service standards
- Consistently applies a restorative approach in all interactions with parties, representatives and adjudicators

5. Provides Full Administrative to the Panel.

- Acts as reception for the Panel, including phone calls, walk ins, delivering letters and messages when required
- Makes logistical and/or travel arrangements as appropriate
- Assists in preparing materials for training opportunities, pre-hearing conferences and hearings
- Performs other related duties as assigned by the Chairperson or by individual Adjudicators concerning specific cases.

WORKING CONDITIONS

Physical Demands

This position works in a typical office environment.

Environmental Conditions

Office environment.

Sensory Demands

The incumbent is required to read printed materials or materials on computer monitors for extended periods of time. Focused listening, reading and studying of issues on paper files and computers in order to write and proof material.

Most inquiries and interviews are conducted over the phone or via email. On a daily basis, the Officer must listen to people for long periods of time, while being required to accurately record their questions and concerns for the Panel.

Mental Demands

Long periods of mental concentration are required for research, preparation and editing of Decision documents, compilation of statistics.

Interruptions by staff and general public may disrupt concentration or attention to detailed tasks.

Appellants may be unhappy with a decision made by the Panel and they may exhibit hostile, threatening or emotional behavior. This requires the Officer to be attentive to the needs and concerns of the parties and to respond appropriately.

Parties appearing before the Panel may have a lack of understanding of the Panel's processes or the reasons why a decision was made by the Panel, therefore the Officer may spend frequent and long periods of time communicating with parties as they are prohibited to speak directly with an Adjudicator except during the pre-hearing conferences and hearing.

Verbal abuse is not uncommon and there is potential for violent reactions.

Work is carried out with competing deadlines which may prove to be stressful.

Adjudicators can be under stress and demanding on occasion and this requires firm tact and diplomacy on the part of the Officer.

KNOWLEDGE, SKILLS AND ABILITIES

- Experience and an interest in, and sensitivity to, human rights, as well as knowledge and interest in restorative principles and approaches
- Excellent communication skills, both oral and written to communicate effectively with a variety of stakeholders such as self-represented individuals, legal counsel, government officials, business owners, and marginalized members of the public.
- Ability to interpret and apply legislation, policy and procedural guidelines.
- Specialized knowledge of human rights principles, theory and legislation.
- Extensive knowledge of administrative justice and tribunal processes.

- Proven conflict resolution and de-escalation skills when dealing with angry, highly emotional individuals.
- Proven analytical skills required to interpret and apply legislation to specific situations.
- Ability to deal with highly sensitive issues.
- Ability to maintain neutrality and confidentiality.
- Knowledge and experience in the use of computers with systems such as Word and Excel, as well as videoconferencing systems such as Telemerge or Zoom.
- Understanding and experience with the use of web-based communications and a proficiency on computer word processing, database, internet and email applications
- Knowledge and experience in managing budgets and expenses.

Typically, the above qualifications would be attained by:

These skills and abilities are usually obtained through a related university degree combined with a minimum of two years related experience. Administrative Law, restorative training and legal course work would be an asset as well as an understanding of the Human Rights Act.

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