

1. Position No. 81129	2. Descriptive Working Title Complaints Resolution Program Manager	3. Present Classification Excluded Management
4. Branch Corporate Services	5. Department Information Management & Technology	6. Work Location Telework Eligible
		Date June 2013 Revised Nov 2020, Apr 2022
7. Position No. of Supervisor 81086	8. Descriptive Work Title of Supervisor Director, Privacy and Information Services	9. Classification of Supervisor Excluded Management

**POSITION SUMMARY**

Reporting to the Director, Privacy and Information Services, the Complaints Resolution Program Manager oversees the receipt and resolution of complaints from applicants, tenants and other clients dissatisfied with any level of the Commission’s customer service. He/she/they also serves as the Commission’s liaison with the Office of the Ombudsperson; chairs the Complaints Resolution Committee and HAFI Appeal Committee, represents the Commission at Human Rights Tribunals, participates in the development of Privacy and Freedom of Information Programs as required.

**MAJOR RESPONSIBILITIES**

1. Manages the complaints resolution process for the Commission:
  - Develops, facilitates and maintains an effective corporate approach to the management of complaints, ensuring fairness, objectiveness and a results-oriented attitude to resolution of complaints while adhering to business processes, policies and procedures.
  - Develops and maintains policies, systems and procedures for the management and tracking of complaints to ensure complaints are addressed in a timely manner; to keep appropriate data regarding complaints; and, to support accurate and reliable reports to the Board of Commissioners.
  - Manages the receipt of a dynamic and complex caseload of customer inquiries, compliments and complaints.
  - Provides expert advice and support to front-line staff on the handling of complaints, offering investigation techniques, carrying out root cause analysis and writing response letters.
  - Mediates, negotiates and problem-solves where established regional processes have not satisfactorily resolved a complaint.
  - Keeps up-to-date with current issues regarding complaints and risks, and ensure that managers are kept informed of developments and their implications where trends have been identified.
  - Chairs the Complaints Resolution Committee as the final step in the complaints resolution process; investigates the complaint, prepares documentation for the Committee’s review; sets the meeting and agenda, chairs the meeting, takes minutes; prepares the final draft letter to the complainant for review by the Committee, and sends the final letter.
  
2. Serves as the Commission’s liaison with the Office of the Ombudsperson:
  - Researches matters brought to the Commission’s attention by the Ombudsperson’s office.
  - Works cooperatively with all areas of the Commission to consider options to resolve the complaint.
  - Develops strategies and mediates the resolution of issues.

- Participates in any Ombudsperson initiated investigations; leads the investigation for the Commission and provides any options to the Ombudsperson's office on proposed remedies.
  - Maintains a tracking system of all Ombudsperson referred complaints.
  - Reviews Office of the Ombudsperson investigative reports and case summaries and assesses trends with regard to the work of that office.
  - Prepares a quarterly summary of statistics for the Vice-President Corporate Services and CFO for presentation to the Board of Commissioners.
3. Serves as Commission liaison with the Human Rights Tribunal:
- Investigates complaints about the Commission from the Human Rights Tribunal and determines whether they fall within the jurisdiction of the BC Human Rights Code.
  - Notifies legal counsel of an impending Human Rights case, gathers all records related to the complaint and prepares records for distribution to legal counsel.
  - With legal counsel, represents the Commission at the Human Rights Tribunal hearing.
  - Ensures that any settlement negotiated is implemented within the Commission.
  - Conducts research into areas of concern to the Commission, to assist in determining strategies for ensuring BC Housing reflects best practices in its HR programs and practices.
4. Acts as Chair of the Home Adaptations for Independence (HAFI) Appeal Committee:
- Convenes the Committee; forwards the agenda and materials to members; chairs the meeting; writes, issues and files decisions.
5. Develops effective trust-based working relationships with the Ombudsperson's office, Human Rights Tribunal staff, legal counsel which represent the Commission, other government entities as well as internal staff to facilitate the quick resolution of concerns brought forward by complainants.
6. Collaborates with the Director to support the organization's program to comply with the Public Interest Disclosure Act (PIDA).
7. Participates in the development of Privacy and Freedom of Information Programs for the Commission as required by the Director and provides support in the implementation of privacy and information management programs, ensuring strict adherence to applicable laws, rules and processes. Processes privacy and/or freedom of information files as required. Processes Privacy Impact Assessments on new programs, initiatives or systems.
8. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations and participating in task force, project teams and committee work.

## **ORGANIZATION**

The Complaints Resolution Program Manager reports to the Director, Privacy and Information Services.

No positions report to the Complaints Resolution Program Manager.

## **QUALIFICATIONS**

### **Education, Experience and Occupational Certification**

Bachelor's degree in a related discipline.

Considerable related experience in managing complaint resolution processes for a diverse public sector organization, including experience in dealing with issues and managing relationships with the Office of the Ombudsperson and Human Rights Tribunal, and in serving as Chair of complaint review and appeal committees.

Or an equivalent combination of education, training and experience acceptable to the Employer.

**Knowledge, Skills and Abilities****Core Competencies**

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

General knowledge of the FIPPA legislation; the Human Rights Code; the Homeowner Protection Act and other legislation that impacts the Commission's work (such as the Residential Tenancy Act, the Cooperative Association Act, etc).

Ability to learn and understand the Commission's business operations.

Ability to plan and manage the development and implementation of a complaint resolution program in accordance with legislation and business requirements.

Ability to chair review and appeal committees.

Ability to communicate clearly, in both spoken and written communications, and provide complex and sensitive information where there may be significant barriers to acceptance.

Ability to be flexible and have excellent interpersonal skills.

Ability to analyze and solve issues and make effective decisions in a results-oriented environment.

Ability to build strong and trusting relationships with Executive, managers and staff of the Commission, the Office of the Ombudsperson, the Human Rights Tribunal and other government agencies.

Ability to maintain confidentiality, utilize diplomacy and tact in dealing with confidential matters.

Ability to lead, coach and motivate staff in a team setting.

Effective negotiation, conflict resolution, problem solving and consensus building skills.

Effective organizational, planning and project management skills.

Effective leadership, communication, presentation and interpersonal skills.