

# Manitoba Government Job Opportunities

## Intake Officer

### SP4 Social Services Worker 4

Term positions greater than 6 months/full-time

**Regular Term until March 31, 2025, with possibility of extension**

Office of the Ombudsman

Thompson Office

Thompson MB

**Advertisement Number:** 40736

**Salary(s):** SP4 \$58,044.00 - \$80,513.00 per year

**Closing Date:** March 22, 2023

**The Manitoba government recognizes the importance of building an exemplary public service reflective of the citizens it serves, where diverse abilities, backgrounds, cultures, identities, languages and perspectives drives a high standard of service and innovation. The Manitoba government supports equitable employment practices and promotes representation of designated groups (women, Indigenous people, persons with disabilities, visible minorities).**

**This is a preference competition. All applicants are encouraged to apply, however first consideration for this competition will be given to Indigenous people. Applicants are requested to self-declare at the time of application.**

### Conditions of Employment:

- Must be legally entitled to work in Canada
- Satisfactory Criminal Record Check, Prior Contact Check, Child Abuse Registry Check, and Adult Abuse Registry Check
- Valid Manitoba Driver's License, access to a vehicle, ability and willingness to travel throughout Manitoba

### Qualifications:

#### Essential Criteria:

- An undergraduate university degree in related discipline and/or program administration in the public sector. Equivalent combination of education and experience will be considered.
- Extensive knowledge and understanding of provincial and municipal public systems, including services/systems and the legislation, policies and regulations associated with these services.
- A working knowledge and understanding of the following legislation in relation to the Manitoba Ombudsman: *The Ombudsman Act, The Freedom of Information and Protection of Privacy Act (FIPPA), The Personal Health Information Act (PHIA) and Public Interest Disclosure Act (PIDA).*
- Demonstrated experience in research and interpreting legislation, regulation, policy and procedures.
- Knowledge of and ability to maintain strict confidentiality and use of diplomacy and discretion when dealing with stakeholders and the general public.
- Demonstrated ability to use sound judgement and handle assignments with sensitivity when dealing with complex issues with individuals who may have various levels of vulnerability.
- Exceptional negotiating, problem solving, and dispute resolution skills.
- Demonstrated competency in public relations and public speaking with experience in delivering presentations.
- Knowledge and understanding of the lives of Indigenous peoples and the aims and objectives of Indigenous communities, as well as other diverse cultures with respect to the provision of culturally appropriate services.
- Excellent and demonstrated organizational and time management skills.
- Strong written communication skills with experience creating complete, accurate and factual records.
- Strong interpersonal skills for the purposes of building and maintaining strong working relationships with a variety of community stakeholders, service providers and municipal and authority officers.
- Strong leadership skills evidenced by the ability to guide and manage the work.

#### Desired Criteria:

- Experience in the access and privacy field.
- Ability to use and knowledge of automated management information and case tracking systems and word processing software.
- Ability to communicate in one of Manitoba's Indigenous languages.

The Manitoba Ombudsman is looking for candidates who are willing to work on a flexible schedule to cover office demands and

when travelling for work related purposes.

**Duties:**

The Ombudsman is an independent officer of the Legislative Assembly with oversight responsibilities under The Ombudsman Act, The Freedom of Information and Protection of Privacy Act (FIPPA), The Personal Health Information Act (PHIA), and The Public Interest Disclosure (Whistleblower Protection) Act (PIDA). The Ombudsman investigates complaints from the public, or on his or her own initiative, and reviews administrative decision-makings in support of principles of fairness, openness, and accountability; investigates complaints or, on his or her own initiative, investigates any decision, act or omission relating to a matter of administration by provincial government departments, agencies, boards, commissions, municipalities and other public bodies; makes public reports when deemed in the public interest; and provides informational and educational services to the public, public bodies, and the Legislative Assembly.

The Thompson office will provide access to the complaint process and advocacy assistance that both the Manitoba Ombudsman and the Manitoba Advocate for Children and Youth (MACY) provide. This role will be an integral part in connecting complainants/clients from the City of Thompson and the surrounding communities to the Manitoba Ombudsman head offices, located in Winnipeg and the Manitoba Advocate for Children and Youth. This position will work under the mandates of both offices with the primary responsibility to the Manitoba Ombudsman office providing coverage to MACY when required.

Under the direction of Manitoba Ombudsman, or their designate, The Intake Officer will receive enquiries and complaints from the citizens of Thompson and surrounding communities, make referrals and transfer confidential information to the Winnipeg offices, while working within the jurisdiction of *The Ombudsman Act*, *The Freedom of Information and Protection of Privacy Act (FIPPA)*, *the Personal Health Information Act (PHIA)* and *the Public Interest Disclosure(Whistleblower Protection) Act (PIDA)*.

The Intake Officer delivers public education programs to increase awareness about access privacy and fairness matters and the mandate of the Ombudsman office.

The incumbent will explain the role, function and jurisdiction of both offices, while providing a variety of referral information. This includes providing information regarding alternate avenues of appeal, other government offices and appropriate referral information on jurisdictional and non-jurisdictional matters.

**Apply Now:**

Advertisement # 40736  
Manitoba Legislative Assembly  
Human Resource Services  
302-386 Broadway  
Winnipeg MB, R3C 3R6  
Phone: 204-945-7279  
Fax: 204-948-3115  
Email: [hr@legassembly.mb.ca](mailto:hr@legassembly.mb.ca)

**Competitive process: The competition will include a board interview and a comprehensive written assessment. The successful candidate will be subject to a six (6) month probationary period.**

**Applicants may request reasonable accommodation related to the materials or activities used throughout the selection process. When applying to this position, please indicate the advertisement number and position title in the subject line and/or body of your email. Your cover letter, resumé and/or application must clearly indicate how you meet the qualifications.**

**Please be advised that job competitions for represented positions may be grieved by internal represented applicants. Should a selection grievance be filed, information from the competition file will be provided to the grievor's representative. Personal information irrelevant to the grievance and other information protected under legislation will be redacted.**

**We thank all who apply and advise that only those selected for further consideration will be contacted.**

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Any personal information provided including employment equity declarations will be used for employment and/or statistical purposes and is protected by The Freedom of Information and Protection of Privacy Act.

**Alternate formats available upon request**