

## Update

Ministry

Public Safety and Emergency Services

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Family Information Liaison

Current Class

Program Services 3

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

#### Organizational Structure

Division, Branch/Unit

PSES, SSII, CPSS, AOCTIP/IPP

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager, Indigenous Programs

Supervisor's Current Class

Manager (Zone 2)

### Design: Identify Job Duties and Value

#### Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

moving JD to new form and adjusting language to reflect new organizational structure.

Responsibilities Removed:

NA

#### Job Purpose and Organizational Context

Why the job exists:

Reporting to the Manager, Indigenous Programs and Policy, the Family Information Liaison is a key link, working directly with families of missing or murdered Indigenous women and girls to seek and gather outstanding information about the loss of their loved one. Family Information Liaison's provide a liaison function between families of missing and murdered Indigenous women and girls two spirit plus including men and boys, and other agencies and services,

including the criminal justice system, social services, and policing. Family Information Liaisons gather the requested information families seek, and where such information may not be available, they provide an explanation as to why that may be (i.e. investigation remains open, privacy law considerations).

## **Responsibilities**

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Responsibilities of this position focus on building and maintaining relationships and promoting knowledge sharing between victim service providers, legal counsel, police liaisons, cultural and community advisors. Liaisons provide a critical infrastructure to gather and share up-to-date information, ensuring the varied information needs of the families are addressed and responded to in a coordinated, focused, accurate, and culturally safe manner.

- Liaise with the RCMP and the eleven other police services across the province to promote the development of law, policies, and programs for families with missing and murdered Indigenous Women and Girls, two spirit plus, and men and boys.
- Support the development of relationships between victim family members and their community, cultural advisors, Elders, Indigenous community organizations or counseling services as needed.
- Work with the Alberta Crown Prosecution Service, Alberta Court and Justice Services, and provincial and federal Corrections, to bridge gaps in communication and build trust in the criminal justice processes.
- Act as a resource to increase knowledge and awareness of the impact of victimization, the needs of victims of crime, available services, assistance and programs, and relevant legislation.
- Provide a critical infrastructure to gather and share up-to-date information, ensuring the varied information needs of the families are addressed and responded to in a coordinated, focused, accurate, trauma-informed, and culturally- safe manner.
- Identify promising and culturally safe practices regarding service delivery to families with missing and murdered loved ones.
- Identify and create client specific policy and procedures regarding system-based service delivery.

### **Program Reporting**

- Provide written updates on the status of the initiative to management.
- Prepare reports and responses to ministerial requests for initiative information or status.
- Input client data into the shared data base on a regular and consistent basis.
- Assist with business plan development and reporting.

### **Case Management**

- Respond to concerns of the families of missing and murdered Indigenous women and girls, two spirit plus, and men and boys.
- Maintain contact with the victim's families who have a missing or murdered Indigenous family member.

- Act as the first point of continuous contact for families regarding the role of the FILU.
- Assist family members with navigating the various systems and agencies that have the answers they seek.
- Provide coordination of information from the criminal justice system, health services, child, and family services, etc.
- Support and collaborate with other Indigenous Programs and Policy staff and/or GOA Ministry partners in gathering requested client information and/or providing updates about client services.
- Interpret and explain the complexities of the Criminal Justice system in a way that is understandable.
- Exercise independent decision-making skills to prioritize cases and to determine the most appropriate course of action.
- Review client files to ensure that all families of victims assisted by the program are receiving appropriate and timely services.
- Complete identified processes to action financial support on behalf of clients.

## Problem Solving

Typical problems solved:

**Working both independently and in a team, promotes, develops and maintains effective communication and collaborative relationships with staff across the ministry and the GoA.**

- Provide a full range of direct service to clients including interviewing, case management/planning, assessment, and referral.
- Professional knowledge/experience regarding the effects of trauma, grief and loss relating to victims of crime and the families of missing and murdered Indigenous persons.
- Awareness of the issues concerning exploitation and victimization.
- Experience working with cross-cultural issues, particularly in connection with Indigenous cultures.
- Exceptional interpersonal and communication skills, the ability to speak an Indigenous language would be an asset.

**With minimal guidance, fosters a proactive approach to service provision to ensure integration and a systems approach to program services.**

- Work with and establish rapport with government, law enforcement, Government of Alberta ministries, other provincial Victim Services FILU's, community and cultural advisors and Elders.
- Effectively utilize problem solving and creativity working with diverse stakeholders including law enforcement, Victim Services Unit Program Managers, advocates and FILUs, community referral agencies, Indigenous communities, and vulnerable and marginalized victims.
- Effectively utilize collaborative techniques necessary for case management between law enforcement agencies, Government of Alberta ministries, provincial Victim Services, FILU's, community and cultural advisors and Elders.
- Provide accurate and relevant information in Ministerial Action Requests, briefing notes and reports.

Types of guidance available for problem solving:

Support and guidance for problem solving can be accessed from:

- Legislation, policies, directives, guidelines, and budgets.
- Manager, Indigenous Programs and Policy, and other leaders from the Community and Public Safety Services Branch and across the division
- Cross-ministry colleagues from the Cross Ministry Working Group (members of GOA Ministries/Divisions).
- External/Partner Stakeholders.
- Non-Government Organizations - Community Based Organizations.
- GOA Committees and member representatives.

Direct or indirect impacts of decisions:

This position has a direct impact on the success and effectiveness of the Family Information Liaison Unit as it relates to the Calls for Justice and the 113 pathways to Justice and its implementation of the TRC's Calls to Action. This role has direct impact on program delivery and to bring awareness to Missing and Murdered Indigenous Women and Girls and two Spirit people (MMIWG2S+), including men and boys.

Divisions within PSES and across government are impacted by the work of this position. This work leads to efficient and effective use of government resources, as well as ensuring access to up-to-date information on MMIWG2S+ including men and boys.

### Key Relationships

Major stakeholders and purpose of interactions:

**Division:**

Manager Indigenous Programs, Family Information Liaison Unit -daily  
Victims Programs (coordination and direction on issues in relation to victims of crime) -daily  
Director, Indigenous Programs and Policy (coordination and direction on issues) -monthly  
Executive Director, Community and Public Safety Services (coordination and direction on issues) -Monthly  
Division staff (collaboration on program development, research and evaluation)-weekly

**Department:**

Alberta Crown Prosecutors (coordination of policy, case management) -weekly  
Alberta Court and Justice Services (coordination of policy, case management) -weekly  
Medical Examiner's Office (coordination of policy, case management) - weekly  
Correctional Services Division (coordination of policy, case management) -monthly

**External to Department:**

Police Services – Municipal, RCMP and First Nation (coordination of policy, case management) - daily  
Victim Services Organizations (coordination of policy, case management) -daily  
First Nation Band Councils (community safety planning) -monthly  
Correctional Services of Canada (coordination of policy, case management) -monthly  
Victim Services Units Coordinators and Advocates (coordination of policy, case management) -weekly  
Vulnerable victims (culturally safe information, support and referral) -daily  
Families of missing or murdered loved ones (culturally safe information, support, referral) - daily  
Child and Family Services (coordination of policy, case management) -monthly  
Alberta Health Services -monthly  
Indigenous Affairs Canada -monthly

### Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other	Other	Other

If other, specify:

Directly related experience will be considered on the basis of 1 year of education for 1 year of experience

Job-specific experience, technical competencies, certification and/or training:

**Knowledge:**

Working knowledge of the criminal justice system, its processes and roles, and the following legislation:

- Criminal Code of Canada
- Youth Criminal Justice Act
- Victims of Crime Act and Regulations
- Canadian Victims Bill of Rights
- Freedom of Information and Privacy Act
- Privacy Act
- Alberta Missing Persons Act

Working knowledge of trauma informed care

Working knowledge of Gender Based Analysis+ (GBA+)

Understanding of ambiguous loss

Understanding of culturally safe program delivery

Skills:

- Analyze, interpret and present complex data
- Respond to quickly changing priorities and situations
- Manage sensitive information and issues
- Experience working in Indigenous communities
- Work independently
- Circle process facilitation
- Must possess a valid class 5 driver's license

## Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	Clearly stated objectives, functional practices and some precedents set the parameters of the work. Within those parameters, assesses each client situation and determines the most viable approach, based on own knowledge and experience.
Develop Networks	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> <li>• Identifies key stakeholder relationships</li> <li>• Has contact with range of interested parties</li> <li>• Actively incorporates needs of a broader group</li> <li>• Influences others through communication techniques</li> </ul>	Applies a variety of analytical and conceptual skills in its work with a diverse client group that may include multi-barrier individuals. Skills regularly applied include planning, advising and coordinating available services to meet client needs. Services may be provided to individuals and/or groups of clients within an identified region of the province.
Build Collaborative Environments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> <li>• Leverages skills and knowledge of others</li> <li>• Genuinely values and learns from others</li> <li>• Facilitates open and respectful conflict</li> </ul>	Applies strong interpersonal and communication skills to the development and maintenance of working relationships with clients and various stakeholders. The focus of the role is on

		resolution <ul style="list-style-type: none"> <li>• Recognizes and appreciates others</li> </ul>	influencing behaviour through effective consultation and persuasion. Skills in conflict resolution and deescalating highly emotional situations are important, but do not reflect the focus of the job.
Systems Thinking	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Considers inter-relationships and emerging trends to attain goals: <ul style="list-style-type: none"> <li>• Seeks insight on implications of different options</li> <li>• Analyzes long-term outcomes, focus on goals and values</li> <li>• Identifies unintended consequences</li> </ul>	A range of knowledge, including community resources, focus on education on trauma for clients and providing referrals for resources and government programs and services including information for Missing and Murdered Indigenous Women and Girl's two spirit including men and boys.

## Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Career and Employment Consultant - Benchmark Evaluation -023PS62