

Seniors Advocate
Associate Deputy Minister
Office of the Seniors Advocate, Ministry of Health
Lower Mainland, BC

The first of its kind in Canada, the newly formed Office of the Seniors Advocate will provide an important voice for seniors in British Columbia.

The Seniors Advocate will have a broad mandate to identify and examine systemic issues affecting the well-being of seniors, raise awareness about resources available to seniors, and make recommendations to government and others who deliver seniors' services related to health care, personal care, housing, transportation and income support.

This role requires a strategic thinker with the vision to promote positive change for seniors and the skills to address complex, sensitive issues in a collaborative and creative way. The successful candidate is an accomplished executive leader with demonstrated experience in public policy and program development and who possesses knowledge of seniors' programs, services and issues. The candidate is an exceptional communicator who excels at building relationships with a wide range of stakeholders, identifying innovative solutions to difficult problems and effectively communicating to the public and to senior decision makers.

The BC Public Service exemplifies the very nature of our amazing province. We provide a progressive, professional work environment balanced with a lifestyle that encompasses and endorses diversity, health and career growth.

A detailed role description and complete listing of qualifications is below. To express your interest in this opportunity, please submit a cover letter and resume to Executive.Recruitment@gov.bc.ca by December 13th, 2013. The final candidate will be required to consent to a criminal record check. Thank you to all who express interest.

Role Profile
Seniors Advocate
Associate Deputy Minister
Office of the Seniors Advocate, Ministry of Health

Ministry Overview

The Ministry of Health has overall responsibility for ensuring that quality, appropriate, cost effective and timely health services are available for all British Columbians.

The Ministry works with health authorities, health care providers, agencies and other organizations to guide and enhance the Province's health services to ensure that British Columbians are supported in their efforts to maintain and improve their health.

As the primary area of government responsible for seniors, the Ministry develops and advises on policies, legislation, programs and information that help support British Columbians to age well.

The Office of the Seniors Advocate

The *Seniors Advocate Act* establishes the authorities and mandate of the Seniors Advocate and paves the way for the creation of the Office of the Seniors Advocate. The Office will help ensure a more accessible, transparent and accountable approach to seniors' care in British Columbia.

Serving as a voice for seniors in B.C., the Seniors Advocate will work to promote positive change that will benefit seniors, their families and caregivers.

British Columbia is the first jurisdiction in Canada to create an Office of the Seniors Advocate.

Role of the Seniors Advocate

The Seniors Advocate will serve as an independent voice for seniors using voluntary collaborative processes with seniors and key stakeholders (governments, community agencies, private organizations, and advocacy groups) to identify and understand systemic issues affecting the well-being of seniors and to propose innovative solutions to address them.

The Advocate will serve residents of British Columbia age 65 or older, or those less than 65 years receiving seniors' services.

Scope of Responsibilities

The Seniors Advocate will monitor and advise on a range of seniors' services related to health care, personal care, housing, transportation and income support. This includes advocating in the interests of seniors and analyzing issues important to the welfare of seniors generally.

The Advocate will: raise awareness of the systemic challenges facing seniors and promote the resources available to assist them; work collaboratively with seniors, policy makers, service providers and others to identify solutions to systemic issues; and make recommendations to government and those who deliver seniors' services.

The Advocate will focus his/her priorities on systemic issues (i.e., those challenges that affect a large number of seniors) and will not engage in individual advocacy or resolving individual complaints. The Advocate may assist individuals by connecting them with the appropriate body or agency to resolve their issues. Where an individual complaint identifies a broader systemic issue, it may become a catalyst for initiating a policy review.

Accountabilities & Authorities

The Seniors Advocate will be a statutory officer and will be appointed by the Lieutenant Governor in Council as an Associate Deputy Minister.

The Advocate will have an administrative reporting relationship to the Deputy Minister of Health.

As an independent advisor to the minister responsible for seniors (currently, the Minister of Health), the Advocate will report to the Minister at least once per year on the activities of the office.

The Advocate will have legislated authority under the *Seniors Advocate Act* to:

- Appoint a council of advisors;
- Make independent recommendations to government;
- Report to the public on any matter arising from the fulfilment of responsibilities; and
- Identify work priorities, develop plans, and hire employees and outside experts as required.

The Seniors Advocate will be responsible for an annual operating budget and staff.

Qualifications

Degree or equivalent in a related discipline such as public administration, public policy, collaborative mediation/dispute resolution, health care, or social sciences.

Knowledge of health care, seniors' issues, and/or demographics would be an asset.

Executive leadership experience with exceptional interpersonal skills and demonstrated ability to build positive, collaborative relationships with colleagues and stakeholders.

Experience establishing and/or managing a professional office, including hiring staff, managing budgets, overseeing operations, setting the strategic direction, etc.

Strategic business planning, project management and policy development experience.

Strong personal credibility and integrity, and the ability to identify solutions and encourage innovative change.

Strong ability to present complex and/or contentious issues and recommendations to senior government officials, deputy ministers, and others responsible for delivering services to seniors.

Well-honed analytical and conceptual thinking skills combined with excellent verbal and written communications skills.

The final candidate will be required to consent to a criminal record check.

Competencies

To achieve government's **Vision**, Executives must position and structure their organization to maximize its effectiveness. Executives practice **Strategic Thinking** in translating the vision to goals and strategies, and support their accomplishment through facilitation and leading change.

In **Stakeholder Relationships**, Executives ensure that they are enhancing the organization's relationships with external partners and stakeholders. This includes building strategic alliances, managing conflicts, negotiating effectively, and effectively communicating ideas, analyses and proposals to stakeholders.

Executives model **Integrity and Authenticity**, building a culture of trust, integrity, risk taking and creative thinking in the organization through demonstrating personal integrity, using feedback to self improve, following through on commitments and acting consistently with the espoused values and culture of the organization.

In **Leading People**, Executives motivate, empower and lead employees to accomplish goals and objectives, rewarding high performance, promoting empowerment and developing their employees, providing opportunities for growth, and managing issues with their organization.

The professional values of the BC Public Service . . .
Courage, Teamwork, Curiosity, Service, Passion, Accountability
Always with integrity