



Manager Dispute Resolution

Job Description

CLASSIFICATION JOB INFORMATION

SAP Job ID:	90001173
Position/Classification Title:	Manager Dispute Resolution
Pay Grade:	EC 12
Add-On Eligibility:	False
Standardized:	No
Inactive	No
Date Last Evaluated:	2/7/2022

JOB INFORMATION

Job/Working Title:	Manager Dispute Resolution
Department:	Human Rights Commission
Division/Section:	Dispute Resolution
Reports To (Position Title):	
Exclusion Status:	Excluded

OVERALL PURPOSE

The overall purpose of the Manager, Dispute Resolution (the Manager) role is to provide leadership, oversight, guidance, and management to the dispute resolution division of the Human Rights Commission. The Manager ensures dispute resolution services (intake, investigation, resolution, case management) reflect trauma-informed practice, cultural competency, restorative approaches, and accountability to the public. The Manager ensures the accurate, consistent, and efficient administration of the Human Rights Act in relation to all inquiries and complaints to the Human Rights Commission. The Manager provides strategic and organizational support to the CEO with respect to the development and implementation of new Commission programs and initiatives

KEY RESPONSIBILITIES

The Manager, Dispute Resolution provides strategic leadership to the management of the inherent tension in the Commission's dual mandate to protect and advance human rights by working proactively with managers and staff to ensure the Commission's partnerships and activities do not compromise the Commission's actual or perceived neutrality in relation to human rights issues. The Manager also contributes to decisions and plans related to the Commission's strategic direction and ensures that strategic priorities are operationalized in its day-to-day work.

Approximately half of the Commission's staff report to the Manager, Dispute Resolution. With oversight of the Commission's largest team, the Manager provides team leadership and management including setting, monitoring and evaluating performance goals and metrics; provides coaching, mentorship, development, support, and accountability measures to ensure a high standard of practice and client service excellence. The Manager deals with a variety of personnel issues, including resolving employee relations issues, hiring new employees and/or contractors, ensuring compliance with policy (e.g. code of conduct) and being responsible for disciplinary matters with respect to divisional staff.

Overall management of the day-to-day functions of dispute resolution processes including: oversees and monitors intake, resolution, investigation, and case management processes and practices; works closely with the Registrar, Senior Legal Counsel, and Director, Race Relations, Equity, and Inclusion (RREI) to ensure the Dispute Resolution team is appropriately trained, developed, and supported to operationalize Commission processes; and to ensure workflow is responsive to service demands.

Accountable to ensure intake, investigation, and resolution processes reflect human rights law including the Human Rights Act and relevant caselaw. The Manager regularly engages with Legal Counsel on legal questions and matters with potential legal implications.

Ensures accurate, consistent, efficient, and responsive service delivery with adherence to established processes and reflects trauma-informed practice, cultural competency, restorative approaches, and accountability to the public. Identifies case management issues and develops/implements measures to address issues, improve case notes and reporting, and to ensure documentation of casefiles is according to the relevant laws.

The Manager coordinates and oversees the process of referring investigation reports and settlement agreements to the Commissioners. This includes coordinating the work of Human Rights Officers to ensure timely completion

and quality assurance; reviewing and vetting all investigation reports and settlement agreements to ensure accuracy, legality, consistency, clarity, etc. as well as providing oversight and support to Human Rights Officers in drafting memorandums and delivering presentations to Commissioners. Attends all Commission meetings on behalf of the division to assist the Commissioners with the decision-making process by providing relevant information on the respective complaints, supporting Human Rights Officers with case presentation, and giving advice on Commission policy when required.

The Manager coordinates and oversees the process of referring files to the CEO including recommendations for dismissal, requests for extension, and reconsiderations. This includes coordinating the work of Human Rights Officers to ensure timely completion and quality assurance; reviewing and vetting all investigation reports, settlement agreements, memorandums, and other related documents to ensure accuracy, legality, consistency, clarity, etc.

Serving as a subject-matter expert in conflict resolution, restorative practice, human rights and equity; and conducting investigations, the manager provides oversight and guidance on practices related to facilitating resolution of complaints including use of mediation, shuttle diplomacy, resolution conferences, circles processes, and other restorative approaches, and drafting settlement agreements. The Manager also provides oversight and guidance on practices related to conducting investigations including gathering evidence and interviewing, assessing credibility, weighing evidence, making findings and recommendations, report writing, etc. Reviews the scope, accuracy and comprehensiveness of evidence from all sources and assesses the strength of evidentiary support for the resulting recommendation. In collaboration with colleagues, particularly in Dispute Resolution and RREI, develops strategies for the identification, investigation and resolution of systemic discrimination issues.

Works closely with RREI to ensure the work of the Dispute Resolution team fosters cultural safety and respect for members of equity-seeking communities and reflects an understanding of the impacts of power, privilege and oppression, systemic discrimination, trauma, and bias. Collaborates with RREI on mandated educational programming in settlement agreements, and a variety of other partnerships and initiatives including public engagement and education.

Serves as a member of the Commission management team, providing collective leadership and oversight to the overall functioning of the Human Rights Commission

May perform other related duties as assigned

In addition to the knowledge, skills and abilities outlined in the job description, this job may include other, assignment-specific requirements (ex: French language, drivers license, membership in an employment equity group or security screening, etc.)

SCOPE

Contacts (Typical):	<p>The Manager, Dispute Resolution has daily contact with members of the Dispute Resolution team and other Commission colleagues including as a member of the Commission management team; and works closely with the Registrar to ensure Commission processes are operationalized; and consults with Legal Counsel on questions of law and issues with potential legal implications.</p> <p>The Manager has regular contact with clients, parties to complaints, legal counsel, advocates, and members of the public including responding to complaints about specific files.</p> <p>The Manager also has contact with Commissioners and partners from other human rights commissions, government departments and agencies, community organizations, etc. Assists in workshops and conferences organized by the Commission in the promotion of its mandate; liaises with various human rights agencies and private and public organizations representing the Commission's diverse "clientele" and participates in workshops and speaking engagements</p>
Innovation:	<p>The Manager, Dispute Resolution is a subject-matter expert in conflict resolution, restorative practice, human rights and equity; and conducting investigations. The Manager stays abreast of evolutions and trends in these fields and ensures related best practices are reflected in Commission processes. This requires creative problem-solving, continuous improvement and evolution of practice. An innovative orientation to the work is key to the Manager's success in leading a suite of complex processes and services</p>
Decision Making:	<p>The Manager routinely makes decisions and supports Human Rights Officers to make decisions impacting the legal rights of individuals. Sound judgement and decision-making in keeping with the principles of procedural fairness while considering contextual factors related to identity, marginalization, systemic oppression, and trauma is central to the Manager's daily work.</p> <p>The Manager makes decisions related to inquiries and complaints to the Commission and will seek legal counsel to support decision-making where required. The Manager makes recommendations to the CEO regarding policies and procedures. As a member of the Commission management team, the</p>

	Manager contributes to decisions regarding the overall management and functioning of the Commission
Impact of Results:	The Manager, Dispute Resolution ensures the competent, responsive, and efficient provision of service delivery in relation to inquiries and complaints to the Human Rights Commission. By ensuring the Dispute Resolution team provides services that are trauma-informed, culturally competent, and restorative and that processes are operationalized with effectiveness and consistency, the Manager ensures access to justice for Nova Scotians experiencing discrimination and procedural fairness for all parties to a human rights complaint. The ultimate impact is a more fair and more inclusive province for Nova Scotians

People Management:

	# Direct Resources Managed	# Indirect Resources Managed
Additional Information (if required):	<p>This Job Reports to: Chief Executive Officer (CEO)</p> <p>Job Titles and number of incumbents reporting to this job: Direct Reports: Senior Human Rights Officer (1-2) Administrative Assistant (1) Human Rights Officer (approximately 10)</p>	

LICENSES/CERTIFICATIONS

Data From Conversion:	In addition to the knowledge, skills and abilities outlined in the job description, this job may include other, assignment-specific requirements (ex: French language, drivers license, membership in an employment equity group or security screening, etc.)
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WORKING CONDITIONS

Physical Effort

Physical Environment

Sensory Attention

Psychological Pressures

Examples/ Additional Information:	<p>A - Physical Effort This position is largely a sedentary position, requiring little physical activity, although the Manager will routinely work with and transport paper files, file boxes, etc.</p> <p>B - Physical Environment Typically carried out within a comfortable office setting with ample opportunity to move about. The Manager is occasionally required to attend site locations. These locations may differ from the environment described above.</p> <p>C - Sensory Attention Regular requirement to read written communications from clients, colleagues, and legal counsel. Must understand and interpret communications, case law, and legislation. Regularly communicates with people via email, telephone and in person. Regular use of computer applications is a necessity. The Manager is required to be very attentive to physical and emotional cues when interacting with individuals. Attention to detail, the ability to process large amounts of conflicting information and sound listening skills are necessary for this position.</p> <p>D - Mental Pressures Due to the significance of the work of the Commission and of the Manager in particular, and the high emotional toll the situations that have created a human rights complaint take upon the parties and staff handling complaints, the mental and emotional pressures on the Manager can be high. The Manager must be able to manage clients' emotions and provide support to colleagues, while fulfilling their duties. The Manager regularly deals with sensitive information, stringent deadlines and immediate operational requirements. There are daily</p>
Data From Conversion:	

requirements to prioritize matters coming to the attention of the Manager, manage client expectations, and maintain compliance with policies and legislation.

Decisions made by the Manager are regularly subject to public scrutiny and sometimes attract media attention, criticism from interest groups and advocates, and are subject to review by public Boards of Inquiry and courts of law. A high degree of self-awareness and control, often under stressful situations, is essential