



OFFICE OF THE
INFORMATION &
PRIVACY COMMISSIONER
for British Columbia

Protecting privacy. Promoting transparency.

Job Profile:

Case Review Officer

Classification:	Band 1	Position:	00025157
Reports to:	Manager of Case Review	Location:	Victoria

Context

Reporting to the Manager of Case Review, the Case Review Officer provides a first point of contact for individuals, public bodies and organizations with complex questions or issues regarding the *Freedom of Information and Protection of Privacy Act* (FIPPA) and the *Personal Information Protection Act* (PIPA). Case Review Officers are also the first point of contact for individuals who wish to make a privacy complaint against a public body or organization or request a review of an access decision under FIPPA and PIPA. The Case Review Officer interviews and assists individuals to navigate the complaint or review process. This includes determining if the complaint or review falls within the jurisdiction of the Office of the Information and Privacy Commissioner (OIPC). The Case Review Officer has delegated authority to make decisions regarding time extensions requested by public bodies, to investigate time extension complaints, and to monitor privacy breach complaints. This position also provides support to the Office of the Registrar of Lobbyists (ORL) as required.

Accountabilities

- Provides information and general advice to the public, public bodies and organizations regarding privacy rights and obligations, access rights and appeals pursuant to FIPPA and PIPA.
- Receives all incoming complaints and requests from individuals, public bodies and organizations for review under FIPPA and PIPA; responds in an appropriate and respectful manner to complainants who may be frustrated, angry, or upset with an emphasis on providing information and education that will assist the caller with determining a course of action.
- Assesses incoming complaints and requests for review, interprets FIPPA and PIPA, and uses OIPC practice guidelines in order to determine the issues raised by complainants, acknowledge receipt of the complaint or request in writing and, when appropriate, resolve routine requests or complaints.
- Interviews complainants by telephone or in person, reviews documentation provided by complainants and determines whether or not a complaint / request for review is within OIPC jurisdiction.
- Interprets and applies OIPC Policy, Procedures and Criteria for Declining to Investigate in order to identify and make finding on whether OIPC will investigate a matter.
- Identifies review, complaint, deemed refusal, and breach matters for which early resolution is achievable and resolves them informally if possible; identifies matters to be expedited or brought to the attention of the Executive, consistent with OIPC priorities and with attention to FIPPA, PIPA and OIPC guidelines.

- Gathers information from individuals, public bodies and organizations, and interprets and applies FIPPA, in order to analyze the documentation and prepare a case file, assess time extension applications, exercise delegated authority to make decisions and respond to applicants in a timely manner.
- Ensures the public bodies and organizations have the knowledge and understanding of their legal obligations under FIPPA and PIPA.
- Maintains accurate written and/or electronic records of all enquiries and requests, ensuring the file documentation is recorded on a timely basis and in accordance with internal case management policy and standards.
- Conducts research into jurisdictional and non-jurisdictional issues by reviewing relevant materials, other legislation, and other decisions in order to determine jurisdiction and advise affected individuals of the appropriate authority or course of action.
- Undertakes research projects and produces statistical reports assigned by senior management.
- Participates as a key member of the Case Review Team focused on achieving strategic goals and identifying areas for improvement in service delivery including case management and public information and education.
- Provides support to the Office of the Registrar of Lobbyists (ORL), as required.

Qualifications

Education and Experience:

- University degree in a related field (e.g. Public Administration, Political Science, Law, etc.)
- Minimum of 1 year of experience providing intake services or addressing complaints or inquiries from members of the public, including performing assessments of client needs, identifying appropriate actions, and/or preparing written summaries.
- Preference may be given to those who have recent¹ experience regularly interpreting and applying FIPPA and PIPA and related regulations.
- Preference may be given to those who have experience applying the principles of administrative fairness and natural justice.
- An equivalent combination of education and related experience may be considered.

Knowledge, Skills and Abilities:

- Knowledge of the OIPC and its policies, procedures and guidelines.
- Knowledge of the principles of natural justice and administrative fairness.
- Knowledge of FIPPA and PIPA.
- Knowledge of problem solving and conflict resolution techniques.

¹ Within the last 2 years.

- Ability to communicate in an effective, accurate and timely manner, both orally and in writing.
- Ability to actively interview and effectively receive relevant information.
- Ability to analyze and evaluate information in order to identify issues and determine jurisdiction.
- Ability to be objective and impartial when communicating with complainants.
- Ability to function independently while consulting and sharing information with peers and colleagues in a variety of team settings.
- Ability to set and adjust workload priorities and tasks in response to changing demands and emergent issues, while keeping colleagues informed of progress or significant issues, as appropriate.
- Ability to enter and retrieve information using computer software and other computer applications.

Competencies:

- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Listening, Understanding and Responding** is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others. People who demonstrate high levels of this competency show a deep and complex understanding of others, including cross-cultural sensitivity.
- **Problem Solving and Judgment** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.
- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.
- **Teamwork and Cooperation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Conflict Management** is the ability to develop working relationships that facilitate the prevention and/or resolution of conflicts within the organization.

BC's Information and Privacy Commissioner

Promoting and protecting the information and privacy rights of British Columbians. <http://www.oipc.bc.ca/>