



Fair Practices Commission – Deputy Commissioner

The Fair Practices Commission is the organizational ombudsman for the Workplace Safety and Insurance Board (WSIB). The Commission provides an independent, neutral and confidential service for injured workers, employers and service providers with complaints about the service they receive at the WSIB. The Commission also identifies systemic issues and recommends improvements to the WSIB.

Job Summary

Manage and supervise the successful resolution of complaints raised by workers, employers and service providers, handle sensitive/difficult issues, conduct both formal and informal complaint resolution activities and where necessary recommend formal investigation of complaints. Provide oversight to the timely resolution of staff caseloads and ensure issues are addressed according to the standards of the Commission and principles of administrative fairness.

Major Duties & Responsibilities

- Plan, direct and control the day-to-day operation of the complaint resolution activities of the Fair Practices Commission This includes:
 - Leading and developing Commission staff within legislative and policy requirements; ensuring staff are provided appropriate performance objectives and development programs
 - Providing guidance and ongoing coaching and feedback to direct reports
- At the direction of the Commissioner, plan and develop short and long term strategic business plans to support the strategic goals and objectives of the Commission and respond to changing business initiatives or organizational strategies. As a member of the Fair Practices management team, collaborate with staff and the Commissioner to identify, recommend and develop Commission strategies, goals and objectives in support of the mandate of the Commission.
- In consultation with the Commissioner, oversee the successful review and resolution of complaints by:
 - Identifying potential systemic fairness issues and trends in order to proactively address and resolve the issues
 - Ensuring the mandate and standards of the Commission are followed and principles of natural justice, fairness and equitable service delivery drive the complaints resolution process
 - Facilitating resolution of complaints raised by workers, employers and service providers
 - Advising complainants as to the process in advancing and resolving complaints
 - Providing subject matter expertise on administrative fairness issues.
- At the direction of the commissioner, lead the preparation of quarterly reports for WSIB Board of Directors as well as the Commission’s public annual report.



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- In consultation with the Commissioner, maintain effective communication with senior WSIB staff to ensure that complaints resolution is consistent, WSIB staffs are kept informed and preventative strategies are encouraged. This also includes:
 - Maintaining cooperative working relationships with WSIB staff and broader community stakeholders such as Ombudsman colleagues and organizations
 - Recommending procedural improvements to the Commissioner so as to align with legislation, regulations, policies and procedures.

Job Requirements

- Undergraduate Degree
- Formal dispute resolution training and/or accredited certification
- 7 plus years of experience in the Ombudsman field
- Demonstrated use and application of alternative dispute resolution
- Conflict and complaint resolution around administrative processes, workers compensation legislation and policy
- Experience in and knowledge of administrative law, public policy and its application
- Knowledge and experience in the rules of natural justice and due process
- Experience exercising sound judgment/integrity/discretion
- Leadership experience with complaints investigation and resolution environment is an asset
- Fluency in French is an asset

As a precondition of employment, the WSIB will require a prospective candidate to undergo a criminal records name check prior to or at any time following hire.

Interested candidates should forward their applications to: vacancy@fairpractices.on.ca by November 23, 2020.

The Commission’s office and WSIB offices remain closed due to COVID-19. Our priority is the health and wellness of employees and the people of Ontario. As such, this position may involve working from home for all or part of the duration of this position.

We appreciate the interest of all candidates. Due to the volumes of applications we receive, we are only able to contact candidates that are selected to move forward in the recruitment process. The WSIB is an equal opportunity employer.

The WSIB is an equal opportunity employer and provides accommodation for job applicants in accordance with the *Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act*. If you are an individual with a disability and you need accommodation in order to apply for this position, please contact talentacquisitioncentre@wsib.on.ca . If you are invited to participate in the assessment process, please provide your accommodation needs at that time. Please be advised that you may be required to provide medical documentation to the WSIB’s Corporate Health Department so that appropriate accommodation can be provided to you throughout the recruitment process.



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Employees of the WSIB have important ethical responsibilities, including the obligation to place the public interest above personal interests. Job applicants are therefore required to disclose any circumstance that could result in a real, potential or perceived conflict of interest. These may include: political activity, directorship or other outside employment and certain personal relationships (e.g. with existing WSIB employees, clients and/or stakeholders). Please contact TAC if you have any questions about conflict of interest obligations and/ or how to make a disclosure.

Privacy Statement

Personal information will be collected from your resume, application, cover letter and references under the authority of the *Workplace Safety and Insurance Act, 1997* and will be used by the Talent Acquisition Centre and WSIB hiring parties to assess/validate your qualifications and/or determine if you meet the requirements of vacant positions and/or gather information relevant for recruitment purposes. If you have questions or concerns regarding the collection and use of your personal information, contact the WSIB Privacy Office, 200 Front Street West, Toronto, ON, M5V 3J1 or 416-344-5323 or 1-800-387-0750 extension 5323. Be advised that information related to application status will not be provided.