

**Position Title: Policy and Issues Analyst (Bilingual)**

**Unit: French Language Services**

**Reports To: Director of Operations**

**Affiliation: Association of Management, Administrative and Professional Crown Employees of Ontario (AMAPCEO)**

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**A. Position Summary**

The Ombudsman is an independent, impartial office of the Legislature that resolves and investigates complaints about Ontario government organizations, broader public sector bodies, including municipalities, universities and school boards, child protection services, and compliance with the *French Language Services Act* (FLSA). The Ombudsman recommends solutions to individual and systemic administrative problems, and promotes fairness, accountability and transparency in the public sector as well as respect for French language service rights and the rights of children and youth.

The French Language Services Commissioner is appointed under the *French Language Services Act*. The Commissioner oversees the French Language Services Unit. The Unit's mandate is to encourage compliance with the FLSA through the conduct of independent investigations and reporting, either in response to complaints or on the Ombudsman's or Commissioner's own initiative. The Unit also monitors the progress made by government ministries and its agencies in the delivery of French language services in Ontario.

The Policy and Issues Analyst has extensive in-depth knowledge of the francophone community in Ontario and takes a lead role in the collection of information and analysis of issues of importance to the French Language Services Unit and the Commissioner. The Analyst is accountable for keeping abreast of legislative bills and other governmental initiatives, maintaining a network with policy experts, and remaining current through other sources of information, within Ontario and across Canada.

## **B. Key Responsibilities**

### **Research and Analysis**

- Proactively identify and recommend issues of interest, produce analysis and recommend course of actions.
- Review incoming complaints, resolutions and identification and analysis of complaint trends to identify potential trends to help support the research and policy analysis, as well as other elements of the work
- Coordinates initiatives assigned by the Unit's leadership such as research projects, surveys and other information gathering exercises.
- Both proactively and under the direction of the Unit's leadership, establish, foster and maintain contacts with other researchers and policy experts within/external to the Ontario government, to identify, study and remain current with issues spanning all aspects of French language policy at the municipal, provincial and federal levels that are of interest to and/or impact the Unit.
- Interpret, integrate and carry out statistical and trend analysis of data derived from diverse sources.
- Develop position papers, briefing notes, memoranda and contribute to the development of presentations plans, speeches, media lines and other materials in support of the Commissioner with regard to key emerging issues.
- Support the development of the Unit's long-range goals, policy frameworks and performance targets, as well as the development of strategic plans.

### **Collaboration and Communications**

- Support Commissioner's Round Tables and other projects designed to study, evaluate and enhance the delivery of French language services across Ontario; and lead/contribute to the development of recommendations, options and strategies; and to the preparation and presentation of reports.
- Consult and collaborate with other staff within the Unit and the broader Ombudsman Office (e.g. Communications, Investigations, Legal Counsel), to contribute analytical insight and a strategic policy perspective in the identification, assessment and handling of key issues, and any other document to support the drafting of Annual Reports and Commissioner's attendance at external and internal meetings, conferences, media, community and other events.

## **Information Management**

- Adapt and apply research, survey and analytical methodologies, tools and approaches, to meet specific needs of studies, to ensure appropriate data capture and validity of analyses, and to improve the quality, reliability and appropriateness of information upon which strategic decisions are made. Manage the development of information repositories and databases for all data/information gathered through research, surveys and other data collection exercises, to support the planning and conduct of research, the analysis of data and the development of plans, reports, briefings and other materials.

## **C. Position Qualifications**

### **Education:**

University degree in a field related to one or more of the following: communications, law, political science, or public administration or an equivalent combination of education, training and experience.

### **Experience:**

- Proven and recent experience (within last three years) in researching and analyzing policy.
- Oral and written communications skills at the superior level in both English and French languages.
- Ability to develop strong business networking relationships with the public sector and other stakeholders.
- Strong ability to synthesize multiple ideas and complex information into a coherent summary, as in reports and briefing notes, and to make cogent recommendations.
- Superior verbal and written communications skills, with the ability to deliver information with tact, clarity, and accuracy.
- Aptitude for developing and maintain collaborative relations with Unit team members and team members within other Ombudsman Units.
- Ability to act as a resource person for other Unit staff in the completion of their duties.
- Extensive related experience developing and analyzing public policy and programs.

- Expert knowledge of the *FLSA*, its interpretation and application; knowledge of the legislative roles of the Ombudsman, French Language Services Unit and understands the political sensitivity and historical background of French language service delivery issues, to: lead and manage the development and implementation of a strategic framework supporting the delivery of French language services in Ontario and compliance with the *FLSA*.
- Excellent knowledge of Francophone communities in Ontario, other Francophone key stakeholders as well as linguistic and cultural issues, to develop and manage relationships, partnerships and liaison initiatives with Francophone communities and support the Ombudsman and Commissioner's interest in the enhancement and development of the Francophone population of Ontario.
- Experience with the structure of the Ontario government including inter-relationships of Ontario government departments, agencies and ministries in establishing and evaluating public policy.
- Knowledge of the Ontario government's French language commitments, policies, legislative and regulatory frameworks; priorities, goals and objectives; and legislative and government decision-making processes.
- Application of principles, methods and techniques for developing and analyzing strategic policies, and for developing, qualifying and defending recommendations to support decision-making and implementation.
- Sources of information/areas requiring study and analysis; and internal and external factors that impact the Unit and the Ombudsman Office and its strategic and policy planning and decision-making.
- Knowledge of relevant data sources including statistical information related to the Inclusive Definition of Francophone.
- Experience using and applying methods and techniques for managing information; for using software applications and research and analytical tools relevant to the work and to the development and management of information repositories and databases.
- Knowledge of consultations, networking, presentations and writing/editing methods, techniques and practices, and methods for adapting technical information into terms that are understood by non-technical audiences.

#### **D. Initiative, Problem Solving, Key Issues and Challenges**

- The position works under the direction of the Director and within the broad framework of the government and ministry policies and directives for French language services delivery; the spirit, intent and requirements of the *French Language Services Act*; and the agenda and mandate of the Commissioner of French Language Services. The position works with a high degree of initiative in an area of on-going conflicting and visible priorities/demands.
- Initiative and discretion is required in establishing the framework and processes for the collection, analysis and management of data for the Unit and analysing the validity of the source of information.
- Challenges arise in monitoring and identifying new and emerging issues, trends and policy shifts in French language services, at the provincial, federal and international levels. When facing potential policy gaps/overlaps and other considerations that may be difficult to discern, as well as discrepancies and limitations in data, the Analyst proposes approaches to ensure appropriate and accurate capture, comparison and analysis of data on complex multi-disciplinary and policy issues, and the achievement of desired results.
- Initiative is required to monitor evolving theories, concepts, sources of information and analytical and statistical tools and methodologies; to determine the validity of approaches for plans and projects; and to initiate change to meet diverse project needs.

## **E. Decision Making**

### **Decisions**

- Decisions are made on the scope, methodology and terms of reference for research, studies and surveys; in determining, developing or adapting methodologies and tools, and in selecting and verifying the integrity and applicability of data sources, to ensure that targeted strategic issues, concerns and problems (which may be evolving rapidly) are appropriately captured, studied, assessed and analyzed.
- Decisions are made with respect to the interpretation of findings and defining conclusions from studies, etc. where sources may be reliable or unreliable, and in how recommendations are developed, based on independent analysis and assessments.
- Decisions are made when leading pilot, collaborative and other projects where there is a requirement to define the terms of reference and deliverables, to ensure that achievement of goals and objectives, the

reporting of results, and the implementation of approved recommendations that may arise from project analyses.

### **Recommendations**

- Recommendations are made from a strategic policy perspective and in collaboration with the Manager, Director and the Commissioner in determining strategic goals and objectives that align with the Unit's mandate and vision.
- Recommendations (with accompanying explanations of complex analyses of factors such as demographics of those requesting access to, and the availability and prominence of French language services in the Ontario government) are made to management and to the Commissioner, on the cost, benefits and risks of various policy options so that strategic policy decisions address targeted and specific problems.
- Recommendations, that factor in findings from analyses and policy implications, are made in the development of position papers and proposals to be tabled at legislative, inter-governmental and public-private sector consultations and negotiations; and in the development of key messages and other information to be included in speeches, presentations, reports and other materials developed for use by the Commissioner; and on the handling of policy related issues.

## **F. Working Conditions**

<b>Physical Effort</b>
Limited to the conduct of regular office work. There are requirements to sit for extended periods at a computer and at a desk. There may be exposure to eyestrain from concentrating on a monitor, when carrying out analyses and when preparing or reviewing complex documents.
<b>Physical Environment</b>
Usual work environment is an open-office setting and may require teleworking in various circumstances. There may be an occasional need to stand to deliver presentations.

<b>Access to Confidential Information</b>
Policy Analyst will have access to strategic direction, and may have access to complainant information.
<b>Teamwork and Supervision</b>
The Policy Analyst is expected to work collaboratively and respectfully with all their colleagues and stakeholders. The incumbent is expected to work effectively and efficiently with minimal supervision, taking the initiative to find solutions to any problems, which occur and to identify creative ways to access, summarize, and present information.
<b>Sensory Attention</b>
Sustained levels of visual attention and concentration are required to read and/or review detailed documents, and to carry out a variety of analytical tasks. Concentration is also required when participating in meetings to contribute to discussions and decisions taken.
<b>Mental Stress</b>
Mental stress resulting from pressures associated with managing conflicting priorities and deadlines and when explaining the results of complex studies and analyses and providing advice and recommendations to senior management.