
Please note: This is an example of a job profile for a position with the Independent Investigations Office of BC. Differences between this example and job profiles for roles that are being recruited should be expected. Please refer to the posting to confirm the official role requirements. The version published with a posting is to be taken as correct for the position.

TITLE: MEDIA & COMMUNICATIONS LIAISON

MINISTRY: ATTORNEY GENERAL

WORK UNIT: INDEPENDENT INVESTIGATIONS OFFICE

SUPERVISOR TITLE: CHIEF OPERATING OFFICER

PROGRAM

The Independent Investigation Office of BC (IIO) is an independent, civilian-led agency with jurisdiction to investigate serious harm and fatal incidents involving police, including municipal police departments and the RCMP in order to determine whether or not an officer may have committed an offence. The IIO has jurisdiction over all provincial policing agencies, including municipal police agencies, the RCMP, the South Coast BC Transportation Authority Police Service, and the Stl'atl'imx Tribal Police Service. The IIO's jurisdiction also extends to officers appointed as municipal constables, and includes on- and off-duty officers, special provincial constables, and detention guards.

JOB OVERVIEW

The Media & Communications Liaison (MCL) reports to the chief operating officer (COO) and is responsible for communications (internal and external), media relations support to the chief civilian director (CCD), and support relating to community and stakeholder relations. This position is the first point of contact with the media.

ACCOUNTABILITIES

Examples of accountabilities include:

- Coordinates the IIO's response to requests for interviews – radio, print and camera - and prepares draft responses and/or arranges radio or on-camera interviews for the CCD or other designate(s).
- Monitors media coverage of IIO activities and prepares briefing materials and public/media statements for the CCD in response to public or media reaction to issues.
- Identifies factual errors in media reports and develops a mechanism for expedient correction.
- Manages the day-to-day media requests during or after critical incidents; provides summaries of media reports to investigations at all stages of the investigation file when requested.
- Performs scans and searches of regular and social media, where appropriate, to obtain information that may identify evidence and/or witnesses relevant to current investigations.

- Drafts and implements plans and protocols related to the investigative findings and outcomes (when a public report is released; when a referral to Crown Counsel is made; when a clear statement is released; and when any other case decision is made).
- Provides support and participates in the IIO's Community & Stakeholder Outreach program.
- Maintains the repository of IIO communications and messaging materials including news releases, information bulletins, editorials, publications and other materials.
- Builds and maintains strategic relationships with peer communications professionals (RCMP, Municipal Police Departments, Crown Counsel, and GCPE [Government Communications & Public Engagement]) on common communications initiatives to ensure an open exchange of information.
- Responds to general public enquiries through in-person visits, correspondence and posts to the IIO website.
- Manages the content of the IIO external website, the IIO social media account(s) and the IIO's generic email account. Develops and implements social media and engagement plans as needed.
- Develops and delivers an internal communications strategy to improve the quality of communications and increase the flow of relevant information up, down and across the IIO.
- Develops educational materials and other outreach strategies across a variety of communication modalities to support IIO community & stakeholder outreach, including newsletters, presentations, and Q and A sessions.

JOB REQUIREMENTS

Education and Experience:

- Bachelor's Degree in Communications, Journalism, Justice, Criminology, Law or related field.
- Minimum five (5) years of communications experience in a regulatory or investigative context (investigative journalism, civilian oversight, administrative review, law enforcement, health, or other legislative or administrative field).
- Strong experience dealing with sensitive subject matters including trauma and/or conflict.
- Experience in use of authority and influence in difficult or complex contexts.

A combination of education and experience will be considered.

Knowledge, Skills & Abilities:

- Strong knowledge of the policing community and oversight agencies. Knowledge of relevant legislation and regulations, and government structure and operations.
- Demonstrated ability working with writing and editing fundamentals, and conventions of a wide range of document styles and formats (backgrounders, annual reports, service plans, newsletters, briefing notes, position papers, web documents and complex legal decisions).
- Demonstrated knowledge of general communications principles, concepts and methodologies, including media relations, media production and issues management.
- Clear and concise written and verbal communications skills; must be able to interpret quasi-legal documents.

- Ability to work independently with a high degree of initiative and self-motivation; ability to work under pressure and adapt to changing conditions and priorities.
- Ability to utilize strong interpersonal skills to communicate effectively with executive, senior management, professional and support staff, and other government stakeholders under tight deadlines.

Other

- Successful completion of security screening requirements of the BC Public Service including an enhanced security screening check.
- This position manages the IIO media line and is on-call, which requires work outside of standard working hours.
- This position may require the incumbent to travel throughout British Columbia.

SAMPLE COMPETENCIES

- Communicating Effectively
- Problem Solving and Judgement
- Initiative
- Information seeking
- Listening, Understanding and Responding.
- Teamwork and Co-operation
- Relationship Building