



Ombudsman and Public Interest Disclosure Commissioner for the province of Saskatchewan Position Profile

- ❖ Ombudsman Saskatchewan is the Office of the provincial Ombudsman. They receive complaints from people who think they have been treated unfairly by a provincial or municipal service.
- ❖ The Ombudsman is also the Public Interest Disclosure Commissioner. In this capacity, they receive disclosures of wrongdoing from public servants, as defined in *The Public Interest Disclosure Act* and Regulations.

Relationship to the Legislative Assembly

- ❖ The Ombudsman and Public Interest Disclosure Commissioner is an officer of the Legislative Assembly, independent of executive government.
- ❖ As an officer of the Assembly, the Ombudsman and Public Interest Disclosure Commissioner is required to perform the duties impartially and without partisan bias.
- ❖ The office budget is approved by the Legislative Assembly's Board of Internal Economy.
- ❖ The Ombudsman and Public Interest Disclosure Commissioner is required to submit two annual reports (one as Ombudsman and one as Public Interest Disclosure Commissioner) to the Speaker of the Assembly which shall be laid before the Assembly in accordance with *The Tabling of Documents Act, 1991*.
- ❖ The Standing Committee on House Services reviews the annual reports, other reports and Estimates.

Legislation related to the role of the Ombudsman

The Ombudsman Act, 2012
The Public Interest Disclosure Act
The Public Service Act, 1998
The Saskatchewan Employment Act

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Terms and Conditions of Appointment

- ❖ The Ombudsman is appointed by order of the Legislative Assembly. Unless he or she resigns, dies, or is suspended or removed from the Office pursuant to *The Ombudsman Act, 2012*, the Ombudsman holds office for a term of five years. There is possibility for re-appointment for one additional term.
- ❖ The Assembly may, by order, appoint the Ombudsman as the Commissioner.
- ❖ The salary is the average salary of all deputy ministers and acting deputy ministers of the Government of Saskatchewan calculated as of April 1 in each year (annual salary as of April 1, 2022, is \$ 233,105).
- ❖ The position offers a comprehensive benefits package. (Disability, Extended Health, Dental, Group Life Insurance, Pension and Flexible Benefit). See “Salary and Benefits Information” for detailed information.

Location, Employees and Budget

- ❖ Ombudsman Saskatchewan has offices in both Regina and Saskatoon. The office of the Ombudsman is located in Regina.
- ❖ The Ombudsman office located in Saskatoon shares office space with the Saskatchewan Advocate for Children and Youth office. The two offices jointly share and manage some administrative resources including some office equipment.
- ❖ Ombudsman Saskatchewan’s staff complement is 30.0 FTEs. Of these, 2.0 are in-scope positions under the SGEU collective bargaining agreement, and 28.0 are out-of-scope positions.
- ❖ The 2022/23 budget for the Ombudsman Office is 4.4 million dollars.

Vision and Mission

Our vision is that government is always accountable, acts with integrity, and treats people fairly.

Our mission is to promote and protect fairness and integrity in the design and delivery of government services.

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Key Responsibilities

- ❖ To improve the quality of public administration in provincial and municipal government in Saskatchewan through the impartial exercise of powers as set out in *The Ombudsman Act 2012*.
- ❖ To promote fairness, equity and administrative accountability through the investigation of complaints by an independent and non-partisan Officer of the Legislative assembly.
- ❖ To receive and investigate complaints from members of the public who believe the government administration has dealt with them unfairly by act or omission. Government administration includes any Ministry, branch, board, agency or commission, responsible to the Crown and any public servant in Saskatchewan. The Ombudsman also has the mandate to receive and investigate complaint about municipal entities, including council members.
- ❖ To promote the resolution of complaints by mediation, conciliation, facilitated communication, cooperative influence and other non-adversarial processes.
- ❖ Initiate on the ombudsman's own motion, the investigation of matters related to the principles of administrative fairness (systemic, public or other interest), i.e., the fair and equitable application of laws, policies, procedures and practices of governing bodies.
- ❖ To provide all citizens with access to an independent, impartial and objective review complaint mechanism.
- ❖ Be accessible and responsive to persons who believe they have been affected by unfairness in public administration.
- ❖ To serve as an impartial place of last resort when other procedures have not adequately addressed or resolved complaints.
- ❖ To advise the government of concerns identified by the Office of the Ombudsman.
- ❖ To provide education and training to promote the principles of fairness throughout the province.
- ❖ Undertake public education about the powers and duties of the Ombudsman and to increase the awareness of all citizens of their right to access an independent review complaint mechanism.
- ❖ Provide recommendations to government on ways and means to address areas of concern identified through impartial and objective review complaint mechanism.
- ❖ To lead the visioning and strategic planning for Ombudsman Saskatchewan.

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Key Responsibilities (continued)

- ❖ Responsible for the leadership of the Ombudsman Saskatchewan Office including financial, administrative, and human resource management functions.
- ❖ Under *The Public Interest Disclosure Act*, to receive and investigate disclosures of wrongdoing and complaints of reprisal from public sector employees from provincial ministries, most boards, commissions, agencies, authorities, Crown corporations, the Saskatchewan Health Authority and the Saskatchewan Cancer Agency.
- ❖ To promote an open and accountable public service through the impartial exercise of powers as set out in *The Public Interest Disclosure Act*.
- ❖ To raise the level of awareness of public servants about the office and functions of the Public Interest Disclosure Commissioner.
- ❖ To investigate complaints in accordance with Part IV, Division 1, Conduct of Investigations, of *The Public Interest Disclosure Act*.

Qualifications and Competencies required by the Ombudsman

Qualifications

- ❖ Extensive experience in senior management roles with progressively increasing responsibilities.
- ❖ Experience in managing human resources and fiscal operations within established systems and operational policies.
- ❖ A background in Law or legal proceedings.
- ❖ Demonstrated ability to engage various stakeholders and balance competing priorities.
- ❖ Demonstrated negotiation, conciliation and mediation skills with knowledge of collaborative law processes.
- ❖ Experience in the conduct of investigations.
- ❖ Professional and Personal Credibility

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Competencies

- ❖ Team leadership: demonstrated and significant experience in Team Leadership including the ability to build vision and inspire others towards this vision, creating enthusiasm and a desire to achieve.
- ❖ Strategic orientation with the ability to position the organization to deal with emerging and long term trends, issues and opportunities.

Qualifications and Competencies required by the Ombudsman (continued)
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- ❖ Superior oral and written communication skills with ability to communicate complex issues and consolidate information clearly, diplomatically and credibly.
- ❖ Collaborative Interpersonal skills with ability to build and maintain friendly and reciprocal relationships with internal and external stakeholders.
- ❖ Analytical and Investigative skills.
- ❖ Superior judgment and decision-making skills.
- ❖ A role model fostering a culture of personal growth, high performance, and accountability.
- ❖ Experience in guiding change management or process improvement projects, particularly the ability to manage multiple stakeholders (internal and external), complex issues and heavy workloads.
- ❖ Results Oriented with ability to set challenging goals to further the organization's success.
- ❖ Skilled at prioritizing, organizing, monitoring and evaluating work or projects to ensure tracking is in line with deadlines and budget requirements.
- ❖ Flexible and adaptable in meeting the changing needs of the Ombudsman's Office, employees and operations, stakeholders and public.

The successful candidate shall be subject to a Criminal Record Check as a condition of employment.