



Senior Manager, Equity, Complaints & Investigations

George Brown College, Casa Loma Campus

At George Brown College, we have established a reputation for equipping our students with the skills, industry experience and credentials to pursue the careers of their choice. As employees, we are committed to creating an enriching learning community for our students, delivering excellence in what we do, holding ourselves accountable for our work and demonstrating diversity and respect for one another. George Brown College equips students with the skills, industry experience, and credentials to pursue their career goals. With three campuses in downtown Toronto, the college offers a wide array of programs, including certificates, diplomas, graduate certificates, apprenticeships, and degrees.

Reporting to the Director, Office of Anti-Racism, Equity & Human Rights Services, the Senior Manager, Equity, Complaints & Investigations, coordinates human rights, sexual violence, and workplace investigations, and oversees the management cases with actual or suspected risk. The incumbent manages and responds to cases involving human rights, sexual violence, and workplace investigations by reviewing complaints in these areas and under the guidance of the Director coordinates the investigation plan including preparing accurate documentation for the investigators, facilitating the gathering of demographic information as needed for the investigation to proceed.

Responsibilities:

- Manages complex or escalated cases and/or recommends strategies for the effective management of complex cases.
- Acts as case manager for human rights, sexual violence, and workplace violence and harassment complaints, ensuring appropriate action is taken at each stage of a complaint.

- From a trauma-informed lens works to coordinate appropriate strategies with the complainant, respondent, other impacted members of the community, and where relevant, Public Safety and Security and Occupational Health and Safety.
- Provides advice and assistance to the College community on difficult/complex cases involving human rights, sexual violence, and workplace complaints to ensure consistency with the Human Rights, Sexual Violence, Occupational Health and Safety and other policies as appropriate.
- Ensures the College responds in compliance with the Freedom of Information and Protection of Privacy Act, Workplace Safety Protocol (Bill 168), Mental Health Act, and other related legislation when managing cases.
- Prepares cases for criminal or legal disclosure at the request of the Director, or the Freedom of Information Coordinator,
- Identifies and manages a roster of internal and external investigators; builds and maintains relationships with external investigators.
- Trains internal staff on human rights, workplace harassment and violence, and sexual violence investigations procedures.
- Provides consultation and advises students and employees and investigators on human rights, sexual violence and workplace violence and harassment investigation processes and best practices.
- Participates in the development and implementation of an institution-wide sexual violence investigations framework consistent with Bill 132 obligations.
- Receives, investigates, and addresses complaints related to sexual violence, human rights, or workplace violence and harassment for the College community.
- Monitors and incorporates legislative changes and best practices in sexual violence, workplace violence and harassment, or human rights investigations, ensuring the College is compliant and is a best practice leader.
- In consultation with Director and Public Safety and Security, the Senior Manager provides advice on sexual violence threat and risk assessment as it relates to personal and community safety while taking into account the evolutionary pathways to violence model.
- Assesses the threat of sexual violence, and ensures compliance with threat management protocols at all levels of the College, in collaboration with other programs,

Qualifications:

- Master's degree from a recognized post-secondary institution in Social Work, Psychology, Public Health, Criminology, or a related field. Equivalent specialized training and experience will be considered.
- Nine years of experience in Sexual Violence Investigations or Violence Risk Management required; preferably in an educational environment. Familiarity with the post-secondary environment is an asset.
- Experience with navigating parallel investigations occurring alongside a College investigation.

- Extensive experience and effective consultation skills in working with diverse populations including women, underrepresented groups, racialized persons, LGBTQ 2 and two spirit
- Familiarity with relevant legislation such as the Mental Health Act, Ontario Human Rights Code, FIPPA, and collective agreements.
- Ability to write review and/or write reports; Ability to produce detailed and comprehensive reports from a large volume of complex information.
- Demonstrated project management experience, preferably in a complex multi-stakeholder environment.
- Knowledge of and experience using Microsoft Word and Excel.
- Advanced negotiation skills; experience conducting investigation with administrators; ability to maintain confidentiality and deal with situations with tact and exhibit good judgment.
- Experience leading and conducting investigations. Knowledge or comfort with case or incident management systems
- Tact, diplomacy and the ability to work as a team member to achieve agreed upon objectives is important.
- Sound judgement and the ability to assess and evaluate information in order to make decisions without guidelines or precedent is critical in this position.
- Demonstrated leadership in delivering excellent service to others as this is key in supporting the success of our students and our College.
- Effective ability to interact with others and deal with situations in ways that respect diverse backgrounds, experience and styles.
- Flexibility in adapting to change and in participating in consultative decision-making processes.

Compensation:

- Salary Range: \$84,030 - \$105,037
- Comprehensive Benefits and an excellent Pension plan.

George Brown College is dedicated to employment equity and encourages applications from people of all genders, persons with disabilities, racial/visible minorities and indigenous peoples. George Brown College is committed to accommodating applicants with disabilities throughout the hiring process, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). The Human Resources representative responsible for the recruitment for this position will work with applicants requesting accommodation at any stage of the hiring process. For information on George Brown College, please visit www.georgebrown.ca.

Please contact:

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