



Extended Posting Invitation – Offer of Services

The Cree School Board is committed to building strong and positive relationships with students, parents and community and recognizes that there will be occasions where concerns regarding its service delivery may arise. Therefore, the Board deems necessary to establish a process to deal with complaints from students and their parents to ensure that concerns are brought to the attention of the organization and are appropriately dealt with in a clear, fair and effective way.

The Cree School Board is seeking applications from individuals interested in the function of an Ombudsperson. The successful candidate will serve as an Ombudsperson under a 12-month fixed-term service contract. This contract may be renewable. The Ombudsperson is not an employee of the CSB as such but is independent and will be required to provide a report to the Council of Commissioners.

The CSB will also designate a substitute, when the Ombudsperson is appointed, in the event of his/her incapacity or inability to act. The substitute must meet the same profile and have the same qualifications as described below. Candidates are invited to indicate in their offer of services whether they are applying for the position of Ombudsperson, Substitute or both.

Responsibilities

- To provide awareness of the Ombudsperson purpose and role
- To receive and process the complaints from students or parents of students in accordance with applicable legislation and policies in effect.
- To answer questions or refer the students or their parents to the appropriate level of authority
- To ensure that calls/emails are answered in a reasonable delay
- As deemed appropriate, to conduct investigations
- To submit written reports on the merits of some complaints and recommend any appropriate corrective measures to the Council of Commissioners, as applicable
- To submit an annual report on the complaint referrals received, including complaint referrals concerning acts of bullying or violence.

Profile

- Fluent in Cree and, English, French is an asset
- Abilities in investigations and strong analytical skills
- Demonstrate communication, interpersonal skills, including strong listening skills
- Ability to maintain an open mind and demonstrate sound judgment
- Ability to act with diplomacy, discretion, integrity and transparency
- Be creative in finding solutions and reflections;

- Ability to process complaints quickly as per the procedure established in the CSB policies
- Must not have been a Commissioner or an employee of the CSB during the last 3 years
- Must not have other contractual ties with the CSB.

Considerations

- Recognized training in mediation or dispute resolution; and/or Undergraduate in relevant field
- Knowledge of the Eeyou Education system and the Education Act for Cree, Inuit and Naskapi Native Persons is an asset
- Knowledge of the JBNQA - Section 16
- Service contract part-time position with remuneration negotiable
- 3 years relevant work experience
- Must be available and accommodating to talk or meet with students or parents of students during or after regular business hours
- Must be available to travel within CSB's territory to meet with interested parties or to the CSB's head office for occasional meetings.
- Must have access to sufficient personal, administrative and material resources to ensure that complaints are dealt with in a timely manner (computer, communication tools, etc.).

The candidates who wish to undertake this invitation must submit a proposal by email to the following:

Doreen Blackned

Cree School Board – Secretary General

doreen.blackned@cscree.qc.ca

Deadline:

The deadline for submission of proposals is Friday, **February 5, 2021 by 12:00 PM.**

Interested persons may be required to hold and provide a valid certificate from Revenu Québec before signature of the contract. The contract cannot be awarded to a person who does not hold a valid certificate from Revenu Québec, as the case may be.

The Cree School Board is not bound to accept any quote and may, at its discretion, award the contract to the person of its choice, whether or not the price is the lowest. Qualifications, organizational knowledge and quote will be factored when assessing the quotes.