



Office of the Information and
Privacy Commissioner of Alberta

Senior Information and Privacy Manager, Case Resolution – 2 Permanent Positions Manager Zone 2

Competition No: 60248

Location: Calgary or Edmonton

Open Competition

Closing Date: July 24, 2024

About Us:

The Office of the Information and Privacy Commissioner of Alberta (OIPC) is dedicated to advocating for the access and privacy rights of Albertans. It ensures that public bodies, health custodians, and private sector organizations uphold these rights as prescribed by Alberta's laws. The OIPC provides fair, independent, and impartial reviews in a timely and efficient manner.

OIPC is known for its comprehensive regulatory role, proactive engagement with technological advancements, commitment to public education, collaborative culture, and the significant impact of its work in protecting privacy and access to information.

The OIPC is an Officer of the Legislature who reports directly to the Legislative Assembly of Alberta. Through the OIPC, the Commissioner performs the compliance oversight and regulatory responsibilities set out in Alberta's three access to information and privacy laws:

[The Freedom of Information and Protection of Privacy Act \(FOIP\)](#)

[The Health Information Act \(HIA\)](#)

[The Personal Information Protection Act \(PIPA\)](#)

OIPC is one of the few jurisdictions in Canada with comprehensive laws covering public, private, and health sectors. This unique legal framework provides an unparalleled opportunity for privacy and access practitioners to make a significant impact across diverse fields.

Why OIPC Alberta?

Alberta is rapidly becoming a hub for technological advancements, particularly in AI and data protection. Enjoy a high quality of life with competitive salaries, no provincial sales tax, and affordable housing. Thrive in a growing and diverse economy expanding into various industries where privacy rights matter. Benefit from flexible work arrangements and the stunning natural beauty of the Rockies, offering world-class outdoor activities for an ideal work-life balance.

The OIPC is committed to a diverse and inclusive public service that reflects the population we serve to best meet the needs of Albertans. Consider joining a team where diversity, inclusion and innovation are valued and supported.

To learn more about the work that we do please visit:

<http://www.oipc.ab.ca/>

The Opportunity:

Reporting to the Director, Case Resolution, this role offers a unique opportunity to be at the forefront of the Commissioner's legislated oversight mandate. As a key player in the mediation and investigation functions, you will be integral in the first phase of the review process, resolving the majority of reviews or complaints outside the formal inquiry process. This position allows you to directly impact the efficiency and effectiveness of the resolution process, providing meaningful outcomes and contributing to a fair and transparent information and privacy landscape in Alberta. You'll have the opportunity to work collaboratively with various parties, contribute to shaping policies, and enhance public understanding of privacy and access rights.

Responsibilities:

This position is crucial to the Commissioner's oversight mandate. It focuses on the mediation and investigation of reviews and complaints, ensuring most issues are resolved outside the formal inquiry process. This role not only enforces legislative compliance but also enhances the understanding and practice of information and privacy rights among stakeholders.

- Evaluate decisions made by the heads of public bodies, organizations, and custodians to ensure they comply with the laws.
- Conduct thorough investigations and seek to settle issues under review or complaint, aiming for legislative compliance and resolution outside formal inquiries.
- Discuss findings with involved parties, making recommendations to public bodies, custodians, or organizations when appropriate to ensure compliance and improve practices.
- Assess and provide feedback on initiatives, policies, procedures, and practices of public bodies, custodians, and organizations to support adherence to relevant Acts.
- Inform and educate stakeholders about their obligations under the Acts and raise public awareness about access and privacy rights.
- Conduct research and stay informed about current and emerging issues in other jurisdictions.
- Build rapport and collaborate effectively with team members and other OIPC staff.
- Maintain high standards of quality and efficiency while managing a diverse and demanding workload.

Qualifications and Requirements:

This position requires a strong foundation in legislative interpretation and investigation and emphasizes the importance of communication, and mediation. The successful candidate will bring a blend of technical expertise and interpersonal skills, making a significant impact on the OIPC's mission to uphold privacy and information rights.

- A university degree in a related field is required.
- At least six years of directly related experience, encompassing:
 - Legislative interpretation
 - Investigations
 - Research and analysis
 - Mediation and/or multi-party dispute resolution
- Equivalent combinations of education and experience will be considered.
- Exceptional verbal and written communication skills are essential for effectively conveying complex legal concepts and engaging with diverse stakeholders.
- Understanding of access and privacy laws and principles, especially in relation to the Freedom of Information and Protection of Privacy Act (FOIP), Health Information Act (HIA), and Personal Information Protection Act (PIPA), would be an asset.
- Proven ability to interpret and apply legislation to specific circumstances, ensuring compliance and providing well-reasoned findings and recommendations.
- Knowledge of the rules of natural justice and administrative fairness.
- Investigative experience, including the ability to prepare investigative plans, identify relevant facts and law, gather evidence, conduct interviews, analyze the information, and make findings and recommendations on complex and sensitive issues
- Experience establishing and building effective relationships with stakeholders, including the public, media, interest groups and senior level representatives in the public/health/private sectors and other jurisdictions, and internally with a team and all office staff
- Strong research and analytical skills to evaluate policies, procedures, and practices, and provide insightful feedback to support legislative adherence.
- Effective mediation skills to resolve disputes among multiple parties, promoting amicable settlements and maintaining a cooperative atmosphere.
- Superior interpersonal skills, including the ability to manage conflict, maintain objectivity in sensitive situations, and demonstrate tact and diplomacy.

What We Offer:

- A first-year vacation grant for new hires to the Alberta Public Service, plus vacation earned each month.
- Management Vacation supplement: Management employees receive 5 additional work days of vacation at the beginning of each calendar year.
- Paid statutory holidays following Government of Alberta leave directives, including Holiday closure in December.

- Positive workplace culture and work-life balance.
- Opportunity to participate in flexible work arrangements such as working from home (which is currently being piloted) and modified work schedule agreements.
- Comprehensive benefits plan.
- Management Employee Pension plan.
- Health Spending Account (HSA).
- Salary:
 - \$3,241.74 to \$4,362.44 biweekly / \$84,609 to \$113,860 annually

Additional Notes:

- Final candidates for this position will be asked to undergo a security clearance.
- Applications submitted without a cover letter will not be considered.
- Hours of Work for this position are 36.25 hours per week, Monday to Friday.

How to Apply:

Please apply online [here](#).

Closing Statement:

We thank all applicants for their interest. All applications will be reviewed to determine which candidates' qualifications most closely match the advertised requirements. Only individuals selected for interviews will be contacted.

If you require any further information on this job posting or a copy of the role profile, please contact Gisele Christensen, Human Resource Advisor at gchristensen@oipc.ab.ca