

# Job Opportunity—Human Rights Officer

The Prince Edward Island Human Rights Commission is an independent agency tasked with promoting and protecting human rights in PEI. We believe PEI should be a place where people with diverse identities and backgrounds are respected, included, and safe.

The Commission does not play an advocacy role. We are an administrative tribunal that enforces the PEI *Human Rights Act* through our complaint process. In addition, we provide education to the public and advice to the provincial government.

The Commission is seeking applications from people with the skills to manage a high volume of complex cases, interact in a trauma-informed manner with people who have inquiries or complaints regarding human rights, investigate allegations of discrimination, and work with parties to mediate or otherwise resolve complaints through our Informal Dispute Resolution processes. Human Rights Officers will work in a team and will assist with education on an individual or group basis as needed.

The position(s) available will be for a one-year contract with the possibility of extension.

## Tasks & Responsibilities

**Working with the Intake and Legal Teams, the successful candidate will perform the following duties:**

### Investigation of Human Rights Complaints

- Investigate human rights complaints in accordance with procedural fairness, including
  - reviewing documentation submitted in the human rights complaints process
  - drafting comprehensive investigation plans
  - scheduling and conducting interviews with parties and witnesses in-person, by telephone, virtually, or in writing
  - gathering and reviewing extensive documentary evidence
  - drafting comprehensive investigation reports.

### Informal Dispute Resolution (Mediation and Conflict Resolution)

- Work with parties to resolve human rights complaints at an early stage, where possible, including
  - Determining if a file is appropriate for an Informal Dispute Resolution process and identifying the best process for each situation
  - communicating with the parties regarding the Informal Dispute Resolution processes
  - working collaboratively in a neutral, professional, and trauma-informed manner with the parties and their legal representatives to resolve complaints through an Informal Dispute Resolution process
  - drafting settlement documentation in collaboration with our legal team.

### File Management

- Manage a large caseload of complex human rights complaints, including
  - preparing and sending correspondence
  - managing deadlines on each file
  - communicating with parties and/or their legal representatives
  - triaging complaints
  - consulting with and updating other members of the team
  - tracking action taken or required on each file in our file management program
  - Responding to inquiries from the public in a timely manner regarding our process and whether their issues are within the jurisdiction of the commission.

### Additional Duties

- Assist in policy development and communication strategies.
- Conduct all other duties as assigned by the Executive Director.

### Requirements:

- Understanding of the PEI *Human Rights Act* and the role of the Commission.
- Experience and/or training in conducting investigations.
- Experience and/or training in a variety of conflict resolution and mediation options.
- Experience managing a large caseload of complex files.
- Excellent writing and grammar skills.
- Extensive knowledge and experience with Microsoft products.
- Excellent time management, organizational, and record-keeping skills.
- Excellent communication skills (listening and responding) and ability to respond to and de-escalate emotionally charged individuals.

- Experience with trauma-informed communication and approaches.
- Ability to positively interact with a diverse population and determine the nature and urgency of a request for services.
- Ability to maintain a high level of confidentiality in dealing with inquiries and complaints.
- Objectivity and the ability to appreciate diverse perspectives.
- Ability to work well within a team as well as independently.
- Currently entitled to work in Canada.

**Assets:**

- Proficiency in French or another second language.
- Legal training and experience.

**Duration:** This is a full-time, in-person position for a period of one year with the possibility of extension for an indefinite period.

**Location:** 9 Pownal Street, Charlottetown, PEI C1A 0K2

**Hours: Monday-Friday,** 8 a.m.-4 p.m. Some alternative hours may be required.

**Remuneration:** Will depend on the education, experience, and skill set of the applicant.

Salary will range from \$75,000 to \$93,000.

Please submit your resume along with a cover letter explaining your qualifications and interest in this position to [contact@peihumanrights.ca](mailto:contact@peihumanrights.ca) by **3 pm (Atlantic) Friday, August 1, 2025**. We thank you for your interest in this position. Only those selected for an interview will be contacted.

**The Human Rights Commission recognizes and values lived experience and encourages applicants of diverse backgrounds to apply.**