

Position Profile

Job Title: Assistant Deputy Minister

Department/Division/Branch: Manitoba Finance / Consumer Protection Division

Location: Winnipeg, Manitoba

Classification: Executive Officer 2 (EX2)

Employment Type: Regular

Closing Date: November 19, 2019
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Position Overview

The Assistant Deputy Minister, Consumer Protection Division (the “ADM”), is responsible for the overall management and leadership of the Consumer Protection Division within the Department of Finance. The ADM has direct responsibility for the Consumer Protection Office, Vital Statistics Agency, Residential Tenancies Branch, Residential Tenancies Commission, Office of the Public Guardian and Trustee, Automobile Injury Compensation Commission, Claimant Advisor Office, and Office of the Registrar General (real and personal property registries).

Reporting directly to the Deputy Minister of Finance, the Assistant Deputy Minister is a one of seven members of the department’s Executive Management Committee. The ADM actively participates in the development and leadership of department-wide strategies and initiatives. With responsibility for a number of administrative tribunals, the ADM influences the province’s administrative law processes.

The ADM role requires superior leadership and change management skills in the context of ongoing transformational change and a complex operational environment. With a senior management team, the ADM is responsible for the design and implementation of change initiatives and for achieving departmental and divisional objectives within allocated resources.

The ADM provides executive direction and administrative support to all programs, branches and agencies of the Consumer Protection Division. The ADM chairs the Vital Statistics Agency Advisory Board, The Public Guardian and Trustee Agency Advisory Board, and the Landlord and Tenant Advisory Committee.

The ADM will:

- Provide effective and collaborative leadership for the Consumer Protection Division, building and supporting a strong and engaged team to ensure fair, effective and efficient operation in accordance with legislative mandates, government policy and within budget;
- Lead the development and implementation of strategic plans, continuous improvements and change initiatives. Focus on modernization of programs, system application analysis and streamlining of processes to enhance efficiency and easier access to justice outside of the courts through mediation and dispute resolution;
- Function as an active member of the Executive Management Committee, ensuring Consumer Protection issues are effectively represented and addressed, and contributing to Department planning and policy development;
- Provide proactive, accurate and timely advice and support to the Deputy Minister and Minister of Finance;
- Assist the Directors and other staff as required in resolving complex issues, developing and implementing legislation and policy and managing change;
- Plan and manage the Division’s budget process and the Division’s resources to carry out the Division’s mandate, deliver strategic priorities, and achieve targets and service performance results;
- Monitor the Division’s boards/commissions (Automobile Injury Compensation Appeal Commission, Residential Tenancies Commission, Funeral Board of Manitoba to identify issues and assist in resolution; and
- Represent as the Division’s Access and Privacy Officer under The Freedom of Information and Protection of Privacy Act.

Skills, Knowledge and Abilities

Success in this role involves a leader with the ability to work in a changing environment which requires both strategic thinking and strong management skills. We need a high performance organizer and motivator, who is results oriented. Must exercise good judgment in problem solving skills and making decisions. This position demands superior political acumen and excellent communication (verbal and written) skills.

The successful candidate will possess the following executive management selection criteria:

- Experience as a senior manager in public or private sector or post secondary education in law, public administration or related discipline and executive management experience
- Managerial experience with significant responsibility for human and financial resources
- Experience in operational planning, organizational development and policy development
- Experience in strategic planning, including determining and setting priorities based on organizational objectives
- Experience in developing a wide range of written materials such as business plans, submissions, reports and budgets and delivering and reporting on results
- Proven ability to deliver on transformational change in a large operational environment, including developing strategies to transform organizational culture
- Must be able to respond flexibly to changing circumstances as they arise, adapt to and work effectively within a variety of situations and with various individuals or groups and change course of action when situation warrants
- Excellent verbal and written communication skills, including the ability to communicate to all levels of the organization and to communicate and manage relationships of high-level external stakeholders
- Proven ability as a leader with experience working in a large, diverse organization, and a commitment to the ongoing development of a strong and effective team
- Must be able to make appropriate decisions in a timely manner and take responsibility for same, think through problems from various angles and analyze them objectively, probe and critically evaluate information before applying judgement
- Must demonstrate sound judgement gained from using past experience and knowledge
- Must demonstrate ability to deal with ambiguity, leverage opportunities for innovations, find creative solutions to issues, and successfully manage change
- Legal experience and training is an asset

Department Overview

Our Mission is to implement and manage effective financial, fiscal and economic policies, practices and services for Manitoba and its citizens.

Our Vision is to create a dynamic and innovative organization that supports a strong and growing province.

Additional information on Manitoba Finance can be found in the Manitoba Finance Annual Report (https://www.gov.mb.ca/finance/publications/pubs/annualrep/2018-19/2018_19_finance_annual_report.pdf)

Division Overview

The Consumer Protection Division's goals include: contributing to a healthy Manitoba economy by creating certainty in the marketplace through the administration of a legal and policy framework within which consumers, tenants, landlords, non-profit organizations and businesses can operate; maintaining reliable and secure registries of information for the protection of individual identities, and land and personal property

rights, assisting consumers and businesses, tenants and landlords in resolving their disputes; and providing quality service through the responsible use of fiscal resources.

Administration and Research is composed of two units; the Assistant Deputy Minister's office and Research and Planning. Administration and Research is responsible for providing executive direction and administrative support to branches, agencies and commissions of the Consumer Protection Division. This Branch provides centralized support to the Division's legislative, policy, program and strategic initiatives. This Branch undertakes strategic action to prioritize, sustain, improve and deliver services, focusing on outcome-based measures to ensure investments are appropriate.

Consumer Protection Office administers The Consumer Protection Act, The Business Practices Act, The Personal Investigations Act, The Hearing Aid Act, The Amusements Act, The Film and Video Classification and Distribution Act, Part III of The Mortgage Act and The Bedding and Other Upholstered or Stuffed Articles Regulation under The Public Health Act. This Branch licences and regulates payday lenders, collection agents, direct sellers, hearing aid dealers and manufacturers of stuffed articles, administers legislated regulatory frameworks for car repairs, car sales information disclosure, and film classification. The Office investigates and mediates complaints and takes enforcement action as appropriate, including suspending, conditioning or revoking licences, issuing Director's Orders, issuing administrative penalties and/or recommending prosecution.

Residential Tenancies Branch is a quasi-judicial administrative tribunal and regulatory body and the administration of The Residential Tenancies Act, The Life Leases Act and The Condominium Act to ensure the effective and fair operation of the residential rental marketplace for landlords and tenants. This Branch investigates, mediates and/or adjudicates residential tenancy disputes between landlords and tenants (formerly a role of the courts), regulates the amount and frequency of rent increases and provides information to assist landlords and tenants in understanding their rights and obligations.

Residential Tenancies Commission Landlords and tenants may appeal orders and decisions issued by the Residential Tenancies Branch. The commission hears these appeals. Some appeals are heard only by the Chief Commissioner or a Deputy Chief Commissioner and some appeals are heard by a panel of three consisting of one landlord and one tenant representative and either the Chief Commissioner or a Deputy Commissioner as the neutral Chairperson.

Claimant Adviser Office provides assistance to persons who wish to appeal an Internal Review decision made by the Manitoba Public Insurance Corporation (MPIC) in relation to bodily injury claims to the Automobile Injury Compensation Appeal Commission.

Automobile Injury Compensation Appeal Commission is a specialist tribunal established under The Manitoba Public Insurance Corporation Act (the MPIC Act) to hear appeals of internal review decisions concerning benefits under the Personal Injury Protection Plan (PIPP) of the Manitoba Public Insurance Corporation (MPIC), a "no-fault" insurance program.

Office of the Registrar-General oversees the operation of the land and personal property registration systems. It is the primary administrator of the agreements with Teranet Manitoba, the private sector service provider that operates the land titles and personal property registries and provides an annual royalty (estimated at \$11 million annually) to government; hears claims regarding estates or interests in land and determines rights to land and compensation where appropriate; hears appeals from persons not satisfied with decisions of the District Registrar, Examiner of Surveys or Registrar of Personal Property; and, establishes land titles rules of practice and procedure.

Vital Statistics Agency is responsible for administering and enforcing The Vital Statistics Act, The Marriage Act, The Change of Name Act, processing disinterments under The Public Health Act, and protecting privacy under The Personal Health Information Act and The Freedom of Information and Protection of Privacy Act.

Public Guardian and Trustee, Public Guardian and Trustee Agency (PGT) is a special operating agency that functions on a last resort basis to manage and protect the affairs of Manitobans who are unable to do so themselves. Currently, the PGT manages over \$270 million in client owned assets, and this number is growing as their client base continues to increase. As of 2019, PGT currently support roughly 3600 individuals and administer over 2400 estates and trusts.

About the Government of Manitoba

The Manitoba government offers rewarding careers to its employees who deliver hundreds of programs and services to the public. The government has a wide variety of departments, reflecting over 700 different types of jobs, located in communities across the province.

We are an employer that has a commitment to integrity, respect, diversity, inclusion and advancing reconciliation. In 2019, the Manitoba government has once again been selected as one of Manitoba's Top Employers, one of Canada's Top Employers for Young People and one of Canada's Best Diversity Employers. The Manitoba government has a committed, caring and creative workforce that is passionate about contributing to and improving services to our communities and the lives of Manitobans.

About Manitoba

The province of Manitoba is home to almost 1.3 million people who have a well-deserved reputation for being among the friendliest in Canada. No matter what your interests are, Manitoba offers everything from Polar Bear expeditions to gallery tours.

Our capital city, Winnipeg, has a population of over 700,000 and is located at the geographic centre of North America. Home to the world-renowned Royal Winnipeg Ballet, the Canadian Museum for Human Rights and the NHL's Winnipeg Jets, Winnipeg is one of Canada's most historic and beautiful cities.

Offering you four distinct seasons and the highest number of sunlight hours in Canada, you are guaranteed to find the life you're looking for in Manitoba.

Come see for yourself!



Transforming the Manitoba Public Service

It is an exciting time to be a public servant in Manitoba. We are in a period of profound technological, environmental, and socioeconomic change that compels us to evaluate the nature of our work and the essence of our culture.

[Transforming the Manitoba Public Service: A Strategy for Action](#) was designed to help the public service move forward in a unified way. Created as a long-term strategy to modernize the public service, it guides the transformation of both the work and the culture of the Manitoba public service.