



HUMAN RESOURCE PLAN 2023-2025
Our people - our future

Territorial acknowledgement

We extend our gratitude to the territories of First Nations around B.C. and we are grateful to carry out our work on these lands. We acknowledge the rights, interests, priorities and concerns of all Indigenous Peoples – First Nations, Métis, and Inuit – respecting and acknowledging their cultures, histories, rights, laws, and governments.

Wall for Women and Blossoms
Taken by Kassia Knox, Administrative
Coordinator, CYS



Panorama Ridge (Black Tusk Mountain)
Taken by Judilyn Arabia, Administrative
Team Leader, STA

Table of contents

Message from the Public Guardian and Trustee	1
Rights, Choices and Security for British Columbians	2
What do we do and who provides the service	3
More about us	5
Our values in action	7
Trusted	8
Talented	10
Modern	12



Message from the Public Guardian and Trustee

I am pleased to present the Human Resources Plan for the PGT. The plan is integral to ensuring that we support staff and the strategic direction of the organization.

We are a people-focused workplace, one that honours the experience and expertise of employees. We support employee growth and development and we foster a positive and professional environment that promotes building relationships and providing client-focused service with accountability and integrity.

Our plan is also in alignment with the BC Public Service's corporate plan. We share many of the same values – what we all want is a trusted, talented and modern workplace.

We want to cultivate trust with clients, with each other and with service partners. We want to create and use resources that build an inclusive and diverse workforce that reflects the broader community that we serve.

As we look to the future, we know that technology will continue to be a tool that we can use to improve services and how we work together. The PGT offers a variety of flexible work options and we intend to build on this program. We want and encourage new ideas – we expect employees to bring issues of concern forward and to be innovative and creative in finding solutions.

PGT employees are the heart of this organization and I am honoured to work with so many talented people. If you are looking for a career with mission and purpose in a collaborative, respectful workplace – look no further and consider the Public Guardian and Trustee as your next [employer](#).

Rights, Choices and Security for British Columbians

Protecting others and living our values is what makes us brave and bold. We are a diverse and inclusive organization that demonstrates forward-looking leadership, accountable services and empowers people to make decisions in clients' best interests.



Panorama Ridge (Garibaldi Lake, East View)
Taken by Judilyn Arabia, Administrative Team
Leader, STA

What do we do and who provides the service

We are here to help citizens who may be incapable, or are under the age of 19 or who are deceased.

The Public Guardian and Trustee (PGT) has the mandate to:

- Protect the legal and financial interests of children under the age of 19 years
- Protect the legal, financial, personal and health care interests of adults who need help with decision-making
- Administer estates of deceased persons and missing persons

PGT has approximately 320 talented employees working in a variety of divisions. All are responsible for directly or indirectly providing service to approximately 26,700 clients.

Child and Youth Services

The PGT protects the legal and financial interests of minors under the authority of a range of provincial statutes. The Child and Youth Services division (CYS) works on behalf of and directly with children and youth as well as with their parents or guardians.

Services to Adults

The Services to Adults division (STA) serves adult clients when other appropriate substitute decision makers are not available. Most adult clients have diseases of aging which have impaired their mental capability, while others have

mental health issues, developmental disabilities or brain injuries. In serving adult clients, the PGT strives to balance client independence and the right of self-determination with the need for protection.

Estate and Personal Trust Services

The PGT provides estate administration and personal trust services through the Estate and Personal Trust Services division (EPTS). EPTS is also responsible for investigating, securing and maintaining physical assets for all PGT clients.

Client Finance and Administrative Services

The PGT Client Finance and Administrative Services division (CFAS) provides a wide range of both client and corporate services. PGT corporate services include budget planning, corporate accounting, facilities and administrative services.

Legal Services

PGT Legal Services are delivered by staff lawyer positions distributed among program and corporate services and supplemented by outside counsel as required. The Deputy Public Guardian and Trustee is the Executive Director of Legal Services.

Corporate Projects and Strategic Operations

The Corporate Projects and Strategic Operations division (CPSP) provides a range of organization wide services in support of PGT operations. These include statutory performance planning and reporting, corporate project management, internal and external communications, strategic and business planning, policy development, management information, research and evaluation, human resources coordination and corporate training.

For more information about the organization, visit www.trustee.bc.ca.







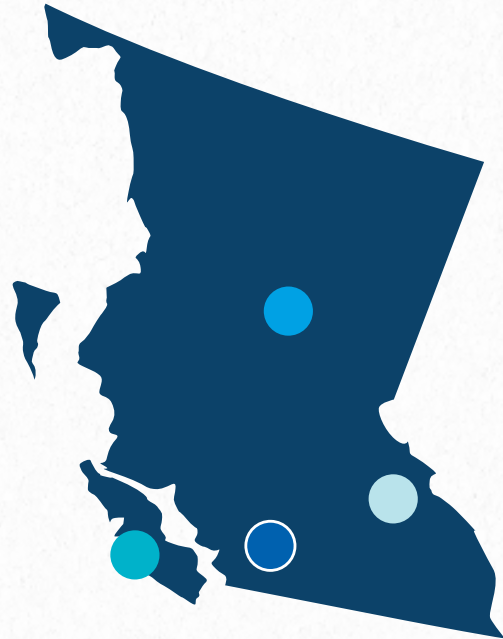
More about us

The PGT strives to be innovative to support employees, offers flexible work arrangements, growth opportunities and activities that promote inclusion, diversity and accessibility.

Regional representation of where we live

With a variety of flexible work options available, including working remotely or a hybrid of remote and in office, employees live throughout the province.

-  Vancouver Island **5%**
-  Mainland **88.54%**
-  Interior **5%**
-  North **0.30%**



Remote work

98% of the positions at the PGT are available to work remotely at least **2** days a week.



Growth opportunities

We have a variety of union and non-union positions which offer a wide range of salaries.

In the past **3** years, the PGT has made **70** to **80** growth opportunities available to employees.



25%

of the positions available are growth opportunities

Our values in action

We have prioritized a number of activities that are based on our values and our three main goals – to create and maintain a trusted, talented and modern workforce and work environment.



Be collaborative



Halfmoon Bay (Sunshine Coast)
Taken by Karen Saunders,
Assets and Liabilities Clerk, CFAS

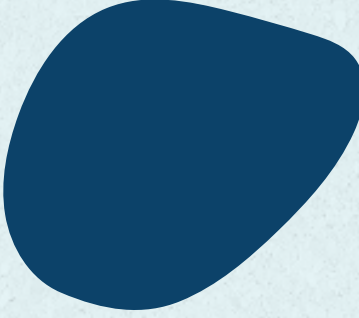


Trusted

We work from a place of trust. Given our mandate, it's critical that we maintain and enhance the public's trust. We do our utmost to make the best decisions, on behalf of clients, often in complex and challenging situations. To foster a trusted workforce, we:

- Continue to make enhancements to onboarding and orientation for new employees, including the leadership team, to ensure they get the best possible start in their new roles and understand their professional responsibilities (**Talent**)
- Continue to provide ethics advisory services, to help employees navigate ethical decisions such as conflicts of interest (**Accountability**)
- Review annually the PGT's Ethical Principles and Standards of Conduct, setting out our responsibilities to work honestly and respectfully in our relationships with clients and each other. Encourage staff to bring forward issues, gaps or challenges to members of the leadership team (**Accountability**)
- Make policy enhancements and remove systemic barriers to hiring and training to foster an inclusive and respectful work environment that is free from discrimination, harassment and bullying (**Equity, Diversity & Inclusion**)
- Create time and activities for employees to interact and share best practices or to be able to socialize (**Culture**)
- Promote an Indigenous, inclusive and diverse hiring framework to create a workforce that reflects the diversity of our province and the people we serve (**Equity, Diversity & Inclusion**)
- Continue to support the Health and Wellness of our staff (**Culture**)
- Continue to support our commitment to Truth and Reconciliation (**Equity, Diversity & Inclusion**)
- Continue to provide timely and transparent communication on key strategic and corporate decisions that impact staff and/or service to clients (**Culture**)





Pacific Spirit Park
Taken by Aila Viitanen,
Manager, EPTS

Talented

We look to create an environment where people can build their professional careers. We seek to recruit and develop talented people with different perspectives and skillsets. To continue to attract, develop and retain talented people, we:

- Take an active outreach approach to build awareness of positions that are in demand (**Talent**)
- Ensure education and experience requirements are clearly and appropriately aligned with the accountabilities of a job, so we can recruit the best possible candidates. (**Talent**)
- Cultivate an inclusive recruitment environment that results in a more diverse PGT work force (**Equity, Diversity & Inclusion**)
- Continue to have a Corporate Learning Framework that is in alignment with our values and strategic goals (**Talent**)
- Improve and expand learning opportunities for employees by piloting new approaches to self-directed learning and development (**Talent**)
- Continue to enhance hiring processes by streamlining processes wherever possible (**Talent**)
- Enhance the performance development experience by encouraging a strengths-based, engagement-focused, developmental approach (**Leadership**)
- Support ongoing capacity-building of leaders through corporate learning and development programs so they can confidently engage and develop employees (**Leadership**)
- Strengthen knowledge transfer practices to retain the knowledge of our employees as they move in and out of the workforce – Succession Planning (**Talent**)
- Promote more job shadowing and cross training (**Talent**)





Provide client-focused service



Campbell Mountain Sunset (Penticton)
Taken by Lauren Peterson, Administrative
Assistant, STA

Modern

We strive to find ways to leverage the rapidly shifting impact of technology and increased expectations for transparency. To be a modern workplace that attracts skilled and talented people, we:

- Strive to enhance our capability to deliver quality service and outcomes with targeted initiatives to identify and develop policies, procedures and systems that foster a service culture that values excellence **(People, processes and policies)**
- Enable employees to safely, reliably and efficiently access the data they need to understand complex issues **(Modern enablers)**
- Provide employees with modern workspaces that provide choice and flexibility through a more effective mix of technology, space and culture **(Modern enablers)**
- Enhance the PGT's Learning Management System **(Modern enablers)**
- Continue enhancing and promoting Health and Wellness activities **(Culture)**
- Launch a new website that offers accessible, plain language information and the beginning of digital services **(People, processes and policies)**



We are in this journey together. Without our staff, there is no PGT.
If you have questions about working with us, visit our [Careers page](#)
or email us at jobs@trustee.bc.ca.



High Note Trail (Whistler)
Taken by Krista Johnson,
Business Analyst, CPSO