

JOB DESCRIPTION
POINT RATING EVALUATION PLAN

Working Title
Senior Investigator

Name

Position Number

Ministry
Service Alberta

Present Class

Dept ID

Program Code

Project Code (if applicable)

PURPOSE: Give a brief summary of the job, covering the main responsibilities; the framework within which the job has to operate and the main contribution to the organization (see [Section 2.3](#)).

This position investigates complaints or offences associated with suspected or actual violations of the Criminal Code of Canada, the Statutes of the Province of Alberta, the Registry Agent agreement, the Code of Conduct and registries-related policies and procedures of Service Alberta. In addition to directly handling critical investigations, this position oversees complex investigations involving teams of investigators and partner representatives. The investigator prioritizes, coordinates and conducts investigations, ensuring all related activities are performed in accordance with established legislation, policies and procedures and initiates and undertakes appropriate enforcement or corrective actions.

This position serves as a technical resource for a range of investigative issues and techniques, including providing mentoring and training to other SIU staff members. The Investigator also provides input to the development and continual enhancement of policies, systems and procedures for the SIU investigation program that is designed to support the Ministry's mandate of ensuring the *Registry Agent Network* (RAN) maintains transaction integrity and the security of client information. This position is a senior resource and liaison for law enforcement agencies and stakeholders and is relied upon to promote awareness of SIU's programs and capabilities.

Reporting to the Director SIU North, the Investigator functions within the parameters of applicable Government and Ministry legislation, regulations, policies, directives and procedures.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

1. Diverse and complex complaints associated with actual or suspected breaches of legislation, regulations and policies with the potential to impact the security, integrity and/or reputation of the Ministry, Government or the RAN are investigated in accordance with legislation, the Criminal Code and Ministry policies and procedures.

Activities:

- Reviews and prioritizes incoming files and completes investigations in a timely manner using appropriate techniques to gather and secure evidence
- Interviews complaints, victims, witnesses and suspects applying understanding of the *Canadian Charter of Rights and Freedoms* in relation to suspect detention and statement admissibility to ensure court admissible statements are obtained from suspects
- Initiates appropriate enforcement actions as supported by evidence, including warnings, reprimands prosecutions, hearings, undertakings and restraining orders
- Acts as a Peace Officer pursuant to the Peace Officer Act; lays criminal and provincial charges and serves clients with charges

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- Prepares and/or oversees preparation of statements, affidavits, summons, subpoenas, search warrants, court briefs and police reports
- Provides guidance, leadership and instruction to SIU staff members when serving as a lead investigator, including identifying requirements for and allocating staff and equipment resources; developing and coordinating investigation plans, analyzing results, ensuring proper investigative techniques and preparing associated recommendations
- Serves as a Crown Witness at court proceedings, including liaising between Crown and other witnesses and consulting with the Crown in relation to proposed changes or plea bargain, acts as Case Presenting Officer at administrative hearings
- Conducts financial reviews to identify compliance or non-compliance with legislation, communicating results and findings and developing appropriate recommendations
- Ensures all relevant information is entered in File and Case Tracking System (FACTS)
- Planning, developments and implementation of covert surveillance and undercover operational plans normally utilizing multi-jurisdictional involvement
- Complex investigations involving persons involved in cross border criminal activity, organized crime or terrorist support activity requiring significant contact with law enforcement and intelligence agencies on an international scale

2. Policies, programs and initiatives associated with the investigation program are implemented, evaluated and continually enhanced to ensure compliance with legislation, regulation, and relevant business plan goals.

Activities:

- Provides input to the development and revision of legislation, regulations and policies pertaining to the investigation program, identifying emerging issues and making recommendations to management; researches and recommends the acquisition of new systems, technologies and equipment to senior decision makers
 - Compiles and prepares statistical and operational reports, identifying and resolving issues as appropriate
 - Identifies and implements opportunities to streamline and improve business operations to support continual improvement of the SIU Program
3. Comprehensive consultation and information services are provided and partnerships are developed to enhance relationships with external enforcement agencies and stakeholder.

Activities:

- Cooperates and collaborates with law enforcement agencies in relation to investigations and assists other jurisdictions with investigations as needed.
 - Develops and delivers information sessions relating to the investigation program, including liaising with RAN to raise awareness of emerging issues
4. Other investigators and assistant investigators are provided with technical expertise and resources to support effective and coordinated SIU operations and continual enhancement of staff capacity.

Activities:

- Shares knowledge and expertise with SIU representatives to fulfill identified training requirements and enhance capabilities of team members
- Acts as resource to SIU representative, including providing consultation and advice on investigative techniques

5. The Director of SIU North is supported in achieving the mandate and goals of the SIU Ministry.

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Activities:

- Provides consultation and recommendations on issues, opportunities and challenges associated with investigations and associated SIU initiatives
- Prepares briefing materials and analyzes and responds to information requests pertaining to investigations
- Collaborates with SIU, Division and Ministry staff to ensure coordination and integration of functions
- Develops network of contacts and works in partnership with law enforcement agencies, including municipal police services, RCMP and other provincial and federal agencies and representatives of other ministries, jurisdiction and stakeholder organizations
- Remain current and informed as to developments in investigative techniques and issues; promotes awareness of related information among team members, clients and stakeholders
- Represents the SIU program on cross-ministry committees, task teams and project to facilitate development and implementation of new initiative, communicate and remain aware of perspectives and requirements, resolve issues and exchange information and best practices

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see [Section 2.4](#)).

The Investigator provides leadership for complex investigations in support of the Ministry's mandate of ensuring the RAN maintains the security and integrity of information provided by Albertans. This position uses an extensive repertoire of investigative techniques and relied on to ensure that investigative methods and evidence gathered during investigations can withstand *Charter* challenges and with new challenges emerging as court precedence is set in law.

The Investigator prioritizes and coordinates investigative files to ensure investigations are dealt with efficiently and effectively. This position identifies requirement for additional resources based on complexity of specific investigations and provides direction and training to other Investigators and Assistant Investigators when serving as the lead Investigator for multi-faceted and sensitive investigations. This position also serves as a resource for the development and enhancement of policies, systems processes and reference materials for the investigation program.

Decisions and recommendations made by the Investigator can have significant impact on and ramifications for the SIU program and representatives of the RAN, law enforcement agencies and other departments and agencies. This position makes decisions and provides direction as to the most appropriate investigative method for collecting information and evidence, the type of evidence to collect and the type of files that should be subject to enforcement action. In addition, the Investigator makes recommendations as to the nature of enforcement action required, including letters of reprimand, administrative hearings restraining orders or criminal prosecution.

Issues can be highly sensitive, political and confidential with this position relied on to demonstrate and exemplify professional judgement when carrying out and leading investigations. The Investigator performs all activities in accordance with applicable legislation and policies to ensure admissibility of evidence in court or at hearings and ensures that activities performed by team members assigned to investigations meet the same criteria. This position uses initiative and diplomacy when collaborating with representatives of the SIU, law enforcement agencies and other organizations to carry out complex investigations.

The Investigator works within the parameters of established legislation, regulations, policies, plans and guidelines with considerable discretion in determining how responsibilities are performed. The Assistant Director provides general guidance, reviewing work for quality of investigative services provided; recommendations and decisions developed and initiated; and level of professional judgment demonstrated.

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The timeliness and comprehensiveness of service provided to law enforcement agencies, the RAN, other business areas and stakeholder is also critical. In addition, the work of the Investigator is evaluated based on the effectiveness of working relationships and networks established with the wide variety of stakeholders and partners.

This position is delegated significant independence to determine priorities, exercising judgment when gather, analyzing and summarizing information for investigations and developing recommendations for enforcement action or approaches to investigations. Matters with potential for significant impact on resource allocation or relationships with other business areas and ministries, law enforcement agencies or the RAN are discussed with the Director of SIU North, who is also available for guidance when dealing with particularly sensitive issues or situations. Major recommendations for new or revised strategies and initiatives relating to position accountabilities are reviewed prior to submission at the executive level to ensure assumptions are valid and Ministry business goals are appropriately reflected.

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.

The Investigator requires extensive knowledge of:

- SIU policies and procedures pertaining to investigation of suspected or actual violations of the Criminal Code of Canada, the Statutes of the Province of Alberta, the RAN Agreement, the Code of Conduct and registries related policies.
- Applicable legislation and regulation (i.e. Canadian Charter of Rights and Freedoms; Criminal Code; Canada Evidence Act; Interpretations Act; Provincial Offences Procedures Act;).
- Investigative techniques, including interviewing and interrogation skills, statement analysis and evidence gathering and handling techniques.
- Various forms of enforcement actions, including letters of warning, direction or reprimand, undertakings, prosecutions and civil contempt.
- Ministry and Division mandates, business plans, organizational structures and strategic priorities.
- Client and stakeholder community impacted by the Ministry and SIU mandate and operations (i.e. RAN, other departments and jurisdictions, law enforcement agencies, the public), including relevant organizations, committees, advisory groups and representatives.
- The compliance/regulatory environment within which the Ministry operates.
- Relevant computer systems (i.e. FACTS, MOVES; CPIC), proprietary reference materials, other software tools (i.e. Microsoft Outlook, Word, Excel, PowerPoint).

The Investigator requires highly developed and demonstrated:

- Leadership skills, including commitment to staff development and coaching and building teams.
- Written and verbal communication skills, including ability to develop and deliver recommendations to management and deal effectively with a broad range of stakeholders.
- Negotiation and conflict resolution skills, including ability to deal effectively with complex and sensitive investigations.
- Proficiency with interviewing clients, suspects and accused people.
- Interpersonal and consultation skills.
- Analytical, research and problem solving skills to analyze information, facts, statements and evidence in a logical manner and develop reasonable conclusions and recommendations to resolve issues.
- Organizational and time management skills to prioritize and manage multiple responsibilities with a dynamic environment and heavy caseloads.
- Presentation skills, including ability to prepare and deliver information or training sessions.
- Commitment to client service, confidentiality, discretion, tact and continuous improvement.

The Investigator must be able to:

- Identify emerging trends, issues and opportunities relating to investigative techniques and approaches.

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- Apply accounting principles to conduct financial reviews associated with investigations.
- Develop and maintain collaborative working relationships with clients, stakeholders and partners including law enforcement organization and other agencies.
- Function independently as well as lead and contribute effectively within a team environment.
- Maintain a strategic and Ministry focus while delivering results at the operational level.
- Demonstrate initiative, professional judgement and flexibility when making decisions outside established precedents; representing SIU perspectives and requirements on committees and working groups involving sensitive information; dealing with individuals who may be uncooperative and/or hostile.
- Provide testimony in court or make presentations at administrative hearings.

A valid operator's licence and ability to travel throughout the province is required as is eligibility for Peace Officer designation and accreditation for use of CPIC and qualification for Level 3 Security Clearance.

A degree in a related field (i.e. law, police security, business administration, commerce) and a minimum of five years experience in law enforcement/investigations or equivalencies in terms of education and experience is required.

CONTACTS: The main contacts of this position and the purpose of those contacts.

The Investigator has regular and ongoing contact with:

- SIU, Division and Ministry representatives (at all levels of the organization including Executive Committee) to provide consultation, expertise and recommendations relating to investigations; collaborate on issues resolution and development or revision of policies, programs and systems; exchange information and collaborate on projects and initiatives.
- Representatives of law enforcement and other agencies at the federal, provincial and municipal levels, other departments, legal Services and Crown counsel offices, municipalities, constituency offices and the RAN to coordinate provision of investigative services; exchange information; interpret policies and procedures for complex and unusual situations; resolve issues and enquiries; provide training and presentations; and raise awareness of issues.
- Peers in other jurisdiction to exchange information and best practices; coordinate activities associated with investigations; and develop relationships and partnerships.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised.

Provides direction and training to other Investigators and Assistant Investigators when acting as Lead Investigator on complex investigations and to support knowledge transfer and capacity building within the SIU.

CHANGES SINCE LAST CLASSIFICATION REVIEW: List the significant changes that have occurred in your job since the last review.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached.

Organization Chart attached.

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.