

**NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title Investigations Assistant		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry
Present Class		Requested Class	
Cost Centre		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 Non-Management Job Description Writing Guide [Pages 7-8](#)).

The Investigations Assistant provides specialized administrative support functions for Investigations Unit in the Occupational Health and Safety (OH&S) Branch. The role provides direct support to professional/technical staff and management working on OHS investigations, disciplinary action complaints and prosecutions in the province. The Investigations Assistant is responsible for the accurate and timely processing of electronic files relating to fatality inquiries and serious incidents that are reported to Alberta Justice, Crown Prosecutor. The work requires the collection and assembly of documents produced or generated in the course of the investigation of the incident or injury including the OHS final report (with attachments) and witness statements. The position assists in developing related correspondence, such as briefing notes regarding charges and prosecutions and all preparation of documentation for Specialized Prosecutions Justice and Solicitor General. Other responsibilities include proofreading, editing, formatting, and tracking reports written by Lead Investigators. The position also provides a variety of other support functions including tracking and maintaining transcription requests and if required liaising with hospitals to obtain information on workers required for the files. The Investigations Assistant also provides contract administration when the Investigations team requires contracted specialists. The position will provide back-up and cover off other branch office Administrative Support and the Business Manager as necessary.

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 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

- 1. Provide specialized administrative support to Investigators, Lead Investigators, Managers, and the OHS Branch as needed.**
 - Prepare correspondence including proofreading, editing, formatting and typing of reports, briefing notes, letters, and memos. Also, complete Action requests for the investigation's unit.
 - Set up and maintain customized databases for the team, create reports, and distribute information to various parties on a monthly basis.
 - Use Corporate Registry System (CORES) to perform searches of company for officers when requested.
 - Gather individual team officer weekly/monthly documents such as flex timesheets, overtime approvals, vacation requests and Government Vehicle log-sheets, vehicle inspection forms and receipts.
 - Process FOIP requests and processes requests from FOIPPA Office for Investigations files.
 - Handle public inquiries/client contact through telephone in a courteous manner including referrals directed to appropriate staff, source or department.
 - Maintain a tracking system of file requests.
 - Take minutes at meetings, arrange meetings, and training sessions.
 - Order office supplies, pick up and distribution of mail, photocopying, scanning, faxing.
- 2. Responsible for the accurate and timely processing of fatality and serious injury reports submitted to Alberta Justice, Crown Prosecutor's office.**

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- Collect and assemble the documents produced or generated in the course of its investigation of the incident or injury including the OHS final report (with attachments) including witness statements, experts' reports, photographs taken at the scene and other documents prepared or requested by OHS.
 - Access DASH formerly known as CMIS system for report tracking sheet, format, edit and print completed reports, photographs, and sketches for Management review.
 - If required liaise with hospitals to obtain information on injured workers regarding prognosis for recovery, nature of injury and availability for interviews.
 - Arrange witness statements transcriptions and set up meetings with a translator if required.
 - Distribute reports upon completion in accordance with OHS Operational Procedures.
 - Archive of fatal and serious injury files as per Records management Policies.
- 3. Responsible for tracking and processing prosecution recommendation reports and compiling Disclosures (e-files) to the Crown's office.**
- When a file is being recommended for prosecution, prepare support documentation for Alberta Justice and Solicitor General.
 - Maintain a tracking system of all files forwarded to Specialized Prosecutions Justice and Solicitor General.
 - Inform Lead Investigator/Management of upcoming Statute of Limitations deadline.
 - Update briefing notes with information provided by Specialized Prosecutions area regarding court appearances and sentencing.
- 4. Responsible for contract administration processes.**
- Support the Managers and Lead Investigators in generating contracts.
 - Collect WCB coverage letters or Exemption and Insurance documents.
 - Perform a corporate search (CORE) and Lobbyist check of a contractor.
 - Ensures the contract is created in 1GX, reviewed by the Business Manager and approved by Senior Manager (changes may be made to contract during the review and approval process).
 - Once an invoice has been received, reviewed and approved by the EO Manager and Lead Investigator enter in 1GX submit for approval and payment.
- 5. Provide back-up and cover off on a rotational basis for other office Administrative Support and Business Manager as necessary.**
- Assist staff with 1GX processes;
 - Assign and track Action Requests, ensuring they are completed by due date using the Action Request Tracking System (ARTS);
 - Update org charts, internal phone and standby lists;
 - Ensure that the after-hours answering service is apprised of any changes to the Standby list;
 - Arrange for parking stalls/access cards for staff;
 - Assist Business Manager as required;
 - Perform Business Manager's duties in absence as back up.
- 6. Provide system support DASH formerly known as CMIS including maintaining databases and running reports (scheduled and ad hoc)**
- Provide assistance to staff in the use of the database systems (DASH).
 - Gather statistics on investigations on a monthly basis or as needed.
 - Assist Managers in retrieval of data.
 - Work with DASH staff in the Business Integration area.
- 7. Coordinate arrangements relating to travel, training, and accommodations.**
- Training
- Maintain training requests, book training, ensure proper forms completed.

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- Maintain staff training records.
- Works closely with the Manager responsible for overseeing training of staff.

Travel

- Book flight & hotel accommodations/arrangements as required.
- Maintain a log of hotel reservations, airline Reservations and a log of credits from airlines and expiry dates, ensuring credits are used before expiry.

Accommodations (Computers/Landline Telephones/Cell Phones/Building Maintenance)

- Inform the BSC of any service requests for computer service and or software if needed.
- Liaise with the IT division to ensure all officers are supplied a replacement laptop when required.
- Computers – troubleshoot problems, order new computers, inventory control, issue laptops and all relating equipment/programs to new officers, etc.
- Telephones – troubleshoot problems, order landlines
- Cell phones – trouble shoot problems, order phones, and cancel phones as required
- Building maintenance – email service requests to appropriate area to have work orders assigned for various maintenance jobs on the floor (example: changing of light bulbs, heating, janitorial needs).

8. Provide administration support for the Investigation Files

- Tracking of all court status communications and updating status reports.
- Track all Review of Enforcement Action (REA) outcomes and e-file distribution timelines.
- Prepare Serious Injury Tracking report updates weekly.
- Prepare all Next of Kin (NOK) packages, letters, mail out and tracking.
- Maintain communication files for all fatalities to include NOK, Victim Impact Statements (VIS) Fatality Information Report.
- Prepare all VIS packages, mail out and tracking.
- Distribution of all Fatality reports and tracking.
- Assist in Disclosures for the Crown's office.
- Tracking of corporate probation activity reports.
- Updating creative sentencing orders/tracking.
- Notification to website for all fatality reports, charges, convictions, and other matters
- Notification to website for Industry Alerts.
- Update and create templates as needed, maintain the Investigations SharePoint site
- Track, monitor and process subpoenas and summons work with the Crowns office and the contractor Serv-It

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

This position works closely with the Investigations professional/technical team and management in providing specialized administrative support for various processes including support for reports, prosecution cases, and contracts. The work requires accurate and timely processing of fatality and serious injury reports submitted to the Crown Prosecutor, including working with legal documents and evidence. Other documents gathered by this position include witness statements, experts' reports, photographs taken at the scene and other documents prepared or requested by OHS. The position also provides a variety of general office support including correspondence support, contract management, and system support (DASH). The position must also have strong verbal communication skills, interacting with both internal (professional staff, FOIP, Finance) and external stakeholders (hospital staff, contractors, Specialized Prosecutions Justice and Solicitor General's office).

The position provides regular back up to other administrative staff and the Business manager as required and will support and assist the Director, Managers and Lead Investigators on special projects as needed.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

The position requires in depth knowledge of the administrative processes and procedures pertaining to the Investigations area, as well as associated administrative policies, procedures, and systems. The position requires a related diploma plus two years related experience. Post-secondary course work in business administration and/or related experience is considered an asset. The position's duties are well beyond task focus and require a general understanding of the professional work performed by the Investigations team.

The position requires the following:

- High level of co-ordination and organizational skills.
- Ability to communicate effectively with clients, vendors, hospital staff, and team members.
- Ability to establish and maintain strong, effective working relationships.
- Excellent verbal and written communication skills.
- Ability to work independently.
- Working knowledge of software and computer operating systems (Windows, Microsoft Office – Outlook, Word, Excel and Power Point).

The position requires specific knowledge of:

- DASH (Data and Statistics Hub) formerly known as Compliance Management Information System (CMIS)
- Corporate Registry System (CORES)
- Contract Management (1GX)
- Records Management Policies
- Processing invoices and supply orders using 1GX
- Bernie for IT requests

The position requires general knowledge of:

- Occupational Health & Safety Act Code and Interpretation Manual
- Freedom of Information & Privacy Protection Act (FOIPPA)
- Occupational Health & Safety Business Plan/Implementation Plan
- Occupational Health & Safety Operational Procedures
- Financial Administration Act/Policies/Procedures
- 1GX Accounts Payable, RMI processes, HOLMAN Insights, EPS processes

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

1GX – expert contacts

Database – BI contacts (any questions or problems regarding the DASH system)

Clients – handle public enquiries/client contact through telephone and counter service, deal with queries regarding publications.

Technical Advisors and Managers – gathering of information on statistics, assist in day-to-day activities.

Information Management & Application Support (BERNIE Portal) – liaison with IT on a continuous basis.

Financial Operations – information on IMAGIS (accounts payable).

Facility Services – requesting building repairs, maintenance and access cards. Requesting parking stalls as required.

Help Desk – as required for computer and printer problems.

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SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

N/A

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

The position is being updated as a result of Ministry reorganization. OHS teams are now aligned by functional specialization in order to meet strategic objectives and support building capacity. This will address challenges associated with core business growth, economic development and increasing complexities in OHS.

As a result, the Administrative Support position is now aligned with the Investigations professional team. This requires specialized, administrative knowledge of the various correspondence, systems, and processes used by Investigations staff. In addition, the variety of work (working with legal documents, liaising with external stakeholders, A/P, Correspondence support, DASH System support etc.) has increased, as well as the number of professional staff supported. This has not just added volume but added complexity to the role.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

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.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide [Page 16](#))

Incumbent

Name

Signature

Date

Manager

Name

Signature

Date

Division Director/ADM

Name

Signature

Date