

Ministry

Jobs, Economy, Trade and Immigration

Describe: Basic Job Details

Position Name (200 character maximum)

Investigations Assistant

Current Class

Administrative Support 5

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Organizational Structure

Division, Branch/Unit

SFHW, OHSPD, Investigations Unit

Supervisor's Position Name (30 characters)

Business Manager

Job Purpose and Organizational Context

Why the job exists:

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 and prosecutions in the province. The Investigations Assistant is responsible for the accurate and timely processing of electronic files (disclosures) relating to fatality and serious incidents that are sent to Alberta Justice, Crown Prosecutor's office. The work requires the collection and assembling 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 completing transcribing requests uploading and monitoring a shared folder with the contractor. The position tracks, updates, process Fleet requests. Coordinates arrangements for travel, requests for training and assists with IT accommodations for staff. 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 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

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Provide specialized administrative support to Lead Investigators, Managers, and the OHS Branch as needed.

Prepare e-file disclosures for Alberta Justice, Crown Prosecutors office electronic files relating to fatalities and serious incident investigations using Adobe Acrobat. Electronic files can be 2,000 to 8,000 pages of documents, a combination of emails, reports, evidence, documents collected at the scene, witness statements, photographs taken at the scene, audios from RCMP or other agencies involved.

Prepare Disciplinary Action Complaints (DAC) packages electronically.

Arrange witness statements audio transcriptions and assist with translators if required.

Save and review individual teams weekly/monthly documents such as flex time sheets, overtime approvals, vacation requests and Government Vehicle Log-sheets, vehicle inspection forms and reconcile fuel receipts with HOLMAN reports.

Maintain and update fleet vehicle parking requests, building access cards, moves and the fleet database HOLMAN.

Process ATIA requests, formerly known as ATIA requests for Investigation files working with a very short time line.

Handle public inquiries/client contact through telephone in a courteous manner including referrals directed to appropriate staff, source or department.

Take minutes at meetings, arrange meetings, and training sessions.

Order office supplies, equipment, business cards, first aid supplies.

Pick up and distribution of mail, photocopying and scanning.

Use Corporate Registry System (CORES) to perform searches of companies for officers when requested.

Update DASH Justice reviews on completed files update charges laid

Prepare and process Administrative Penalty forms for staff.

Coordinate arrangements for travel, including flights or accommodation, request training using our contractors in place i.e. Fall Protection, H2S Alive, First Aid, confined space.

Trouble shoot cells, landlines, order new cells or landlines if required.

Request building maintenance via Facilities and Accommodations if required.

Onboarding new hires equipment, supplies, clothing, Bernie requests for laptops, monitors, keyboards, mice and docking stations.

Assist with processing invoices as a NON-PO coder or send invoices to the NON-PO inbox and coder ensuring the correct account codes are being used including processing contract invoices using 1GX PO invoices.

Hand out and track blue notebook books or tickets.

Maintain office equipment i.e. photocopiers ordering supplies via the vendor

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)
Prepare all VIS packages, mail out and tracking.
Distribution of all Fatality reports and tracking.
Tracking of corporate probation activity reports.
Updating creative sentencing orders/tracking.
Assist with Fatality inquiries prepare documentation.
Notification to website for all fatality reports, charges, convictions, and other matters
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.

Records and Surplus Management

Electronic files archive, hard copy files and blue notebooks using GoA and Ministry records management policies, processes, and standards. Maintain the records room ensure no tripping hazards and files are placed in the cabinets. Surplus old or broken equipment at least once a year using the Online Surplus Sales Information System (OSSI) database.

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.
Human Resource forms i.e. General illness forms.
Process procurement card applications.
Action Requests, ensuring they are completed by due date using the Action Request Tracking System (ARTS).
Update org charts, internal phone and standby lists.
Assist Business Manager as required.
Perform Business Manager's duties in absence.
Assist with Contracts for investigations i.e. Engineers, mechanics and or security.

Problem Solving

Typical problems solved:

Typical problems include:

Issues with an e-file missing information or program issues.
Ensuring accurate and timely payments to vendors, discrepancies in invoices, transactions within 1GX contracted service providers by interpreting financial policies.
1GX time entries leave requests, overtime, standby time, addressing inaccuracies in flex time sheets or vehicle logs, while ensuring compliance with Ministry HR policies and fleet management.
Procurement - Suppliers back orders or products are out of stock and finding new vendors.
Timely ATIA requests
On boarding
Fleet Management
Maintaining office operations while remaining financially responsible.

Types of guidance available for problem solving:

To address emerging issues and aid in decision making the Investigations Assistant may utilize the following:
Consultation and open dialogue with their supervisor, management team or professional staff.
Safe, Fair and Healthy/OHS Investigations SharePoint sites
Branch Policies, Procedures and Directives
AUPE Agreement
Operational Plan
1GX guides/manuals/videos through 1GX site
GoA Help Desk/Bernie Portal
MyAPS website
Other GoA departments Facilities and Accommodations, records management, pay and benefits, HR Consultant,

Crown Prosecution office
Risk Management

Direct or indirect impacts of decisions:

Direct - OHS Program Delivery impact on Directors, Managers, Technical Advisors, Professional staff, Lead Investigators and Administrative team.

Indirect impacts - Minister, DM, ADM, Executive Director

Key Relationships

Major stakeholders and purpose of interactions:

Internal:

Directors, Managers, Technical Advisors and Lead Investigators - assist in day-to-day activities.

1GX - expert contacts

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

Help Desk and Information Management & Application Support (BERNIE Portal) - liaison with IT on a continuous basis.

Financial Operations information on accounts payable.

Accommodation and Facilities - requesting building repairs, maintenance, access cards and parking stalls as required.

Fleet Management - questions about HOLMAN GoA fleet tracking database.

Pay & Benefits or Human Resources- payroll issues and questions.

Crown Prosecution Office - Investigation disclosure files for court proceedings.

External:

Clients - client contact through telephone.

Contractors - contracts for experts in different fields i.e. Engineers, mechanics, security guards.

Suppliers (vendors) - contacts various companies for price comparisons including supplies, safety equipment (PPE), Investigation specific equipment, catering for AGM meetings.

Required Education, Experience and Technical Competencies

Education Level

Focus/Major

2nd Major/Minor if applicable

Designation

High School Diploma

If other, specify:

Job-specific experience, technical competencies, certification and/or training:

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's duties are well beyond task focus and require a general understanding of the professional work performed by the Investigations team. Three years of related experience providing administrative support-strong skills in Microsoft Office Suite (Outlook, Word, Excel, Power-point) is required. Experience with SharePoint, ARTS and 1GX is an asset. Basic knowledge of government processes and financial processes is also an asset.

The position requires the following:

High level of co-ordination and organizational skills.

Ability to communicate effectively with clients, vendors, 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)
 Corporate Registry System (CORES)
 Contract Management (1GX)
 Records Management Policies
 Processing invoices and supply orders using 1GX

The position requires general knowledge of:

Occupational Health & Safety Act Code and Interpretation Manual
 Alberta Freedom of Information and Protection of Privacy Act (ATIA)
 Occupational Health & Safety Business Plan/Implementation Plan
 Occupational Health & Safety Operational Procedures
 Financial Administration Act/Policies/Procedures
 1GX Accounts Payable, RMI processes (insurance, forms) HOLMAN fleet database, Electronic Payment System processes (cells, landline billing reports and maintenance)

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders 	<p>Understands how work contributes to the achievement of department goals.</p> <p>Anticipates change in own area based on activities in other areas.</p> <p>Considers how own work impacts the work of others and team success.</p> <p>Observes how the work of others impacts own work.</p> <p>Asks questions to understand broader goals and objectives. Works with others to align activities.</p> <p>Understands how the services, activities and actions of the APS add value for clients and stakeholders.</p>
Build Collaborative Environments	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works in an open honest manner with colleagues:</p> <ul style="list-style-type: none"> • Creates sharing opportunities • Actively shares, accepts and listens to others • Recognizes conflict, respects and discusses opinions openly • Supports group even to 	<p>Creates opportunities for people to share information.</p> <p>Contributes positively by actively sharing information, and listening and accepting others' points of view in an open, honest and non-defensive way.</p>

		<p>learn from mistakes</p> <ul style="list-style-type: none"> • Recognizes differing interpretations 	<p>Recognizes when there is a conflict and respects the other person's point of view. Identifies common purpose as well as differing perspectives and raises them for discussion. Respectfully expresses opinions during decision-making process and supports. Identifies ways to support and encourage group members in accomplishing their tasks. Uses mistakes as learning opportunities thereby empowering others to take risks. Understands, considers and respects the impact that differences may have before taking action; recognizes that own interpretation may not be correct. +</p>
<p>Creative Problem Solving</p>	<p><input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<p>Asks questions to get a deeper understanding of the present issue. Looks for ways to improve activities and results by doing something that may be new and different in the organization. Explores different methods in how we complete our work, with a goal to achieving more efficient and effective outcomes. Regularly reviews and debriefs on what made projects or actions successful. Shares learning with others and applies learning to other projects and actions. Collects a breadth of data and a variety of perspectives to make a choice between potential solutions and evaluate how effective the solution will be. Uses judgment to develop</p>

			pros-and- cons lists when evaluating alternatives considering the implications of proposed solutions.
Agility	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Understands need for change and manages own emotions:</p> <ul style="list-style-type: none"> • Uses common sense and past experience to approach ambiguous problems • Prevents emotions from affecting others negatively • Looks for information on changes • Open to new ideas and helping co-workers 	<p>Uses common sense and past experiences to approach ambiguous problems and make effective decisions. Recognizes how own emotions affect performance. Knows the signs that indicate feelings and uses them as a guide. Ensures that own emotions do not affect others negatively. Asks questions, seeks clarification and assesses how things will be different when change is introduced or anticipated. Sees the need and readily steps into co-workers tasks to help out when needed. Is open to new or diverse ideas, and to doing things in a new way.</p>