

## New

Ministry

## Describe: Basic Job Details

## Position

Position ID

Position Name (30 characters)

Professional Stnds Coordinator

Requested Class

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

## Employee

Employee Name (or Vacant)

## Organizational Structure

Division, Branch/Unit

Safe, Fair &amp; Healthy Workplaces

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

## Design: Identify Job Duties and Value

## Job Purpose and Organizational Context

Why the job exists:

The Coordinator of Professional Standards is an independent investigator who conducts code of conduct and/or internal process investigations concerning Peace Officers and establishes an accountability framework for organizational performance on behalf of Occupational Health & Safety Program Delivery (OHSPD).

A strong investigative background and an understanding of a variety of legislations, Government of Alberta (GoA) policies, procedures and practices is required. Must be able to apply this knowledge in problem solving and providing accurate information. A background in program development, technological expertise in systems implementation and automation is an asset. Responsible for coordination to ensure all legislative time lines are met.

Reporting to the Executive Director, OHSPD, the Coordinator of Professional Standards is responsible for working closely with management to coordinate and deliver comprehensive investigative files resulting from complaints against peace officers employed by OHSPD. The position monitors, reviews, and evaluates incoming information evidence and correspondence concerning public and employer initiated complaints directed towards internal discipline issues.

The Coordinator will also assist managers in conducting investigations in response to citizen complaints and

employer initiated investigations. Responsibilities include soliciting information from internal and external stakeholders and sources, assessing and compiling information, conducting interviews, completing reports and ensuring legislative requirement are met. The position is also responsible for the proper handling, secure storage, and dissemination of information pertinent to Code of Conduct and/or internal process investigations.

The position will establish and implement performance monitoring programs and audit processes for the branch to ensure effective coordination of oversight for managers and accountability for staff in OHSPD.

## **Responsibilities**

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

1. Receives, triages and completes Code of Conduct and/or internal process investigations involving peace officers on behalf of OHSPD.

### **Activities:**

- Make initial contact with complainants to determine the nature of each aspect of the citizen's complaint
- Create new investigation files and ensure all information is accurately entered into internal file maintenance systems.
- Gather and retain evidence in keeping with legislation and policy.
- Develop interview strategies and conduct interviews with the complainant, witnesses, subject officers or any other person associated with the complaint.
- Ensure employees who are the subject of the complaint are provided with written notification of the details of the complaint, and the need for interview in keeping with the Peace Officer Act, policy and the Collective Bargaining Agreement.
- Complete all required documentation in regard to the investigation.

2. Relevant information and evidence is gathered, reviewed, evaluated, and reported in a coordinated and timely manner to ensure a professional investigation is completed and documented for review by the respective manager.

### **Activities:**

- Consult with stakeholders to gather and exchange information, review, assess, and report the information for further action and investigation if necessary.
- Research, compile, and assess information on Code of Conduct and/or internal process investigations, and share the information with the respective manager.
- Monitor, review and evaluate incoming information.
- Complete reports and make proactive recommendations in regard to Code of Conduct and internal process investigations.
- Ensure legislative requirements are met during the course of the investigation.
- Handle all information in a sensitive and confidential manner.

3. Support the branch in achieving their mandate and goals.

### **Activities:**

- Provide the branch with support and recommendations relating to issues and challenges associated with internal investigations.
- Build and sustain positive relationships with a wide variety of stakeholders.
- Use superior problem solving skills to address issues and concerns in a timely manner.
- Participate in internal and external meetings related to internal investigations, accountability and oversight.
- Provide advice and recommendations to the Director/Manager on the development of policies and procedures related to internal investigations, accountability frameworks and organizational performance.
- The investigator will have a thorough understanding of the GoA Code of Conduct and Ethics, the Peace Officer Code of Conduct, the Peace Officer Act, Government, Ministry and Branch policies and procedures related to professional standards legislation and policy.

4. Develop and implement and accountability framework including creation of performance monitoring and organizational performance systems.

**Activities:**

- Works independently to develop project management frameworks, implementation plans, detailed work plans and accountability frameworks including cross-department linkages
- Researches and identifies technological solutions for performance monitoring and organizational performance
- Makes recommendations to senior leadership on program design for potential solutions.
- Identifies implementation issues and conducts risk analysis. Resolves implementation issues through effective stakeholder consultation.
- Works with Branch Executive Director to obtain needed approvals and resources to implement projects.
- Develops logic model and performance monitoring framework standards, ensuring policies and procedures are adhered to in order to support organizational performance.
- Monitors systems and identifies areas for improvement, upgrade or modification.

**Problem Solving**

Typical problems solved:

- This position will provide investigative efficiency and effectiveness for the branch management team.
- The coordinator is required to deal with sensitive information in a confidential manner.
- The coordinator will be accountable for ensuring complete, professional and exhaustive investigations are conducted.
- Considerable latitude is given to the investigator with respect to setting priorities and areas of focus.
- Work is performed with considerable independence.
- The coordinator will need to deal with relational complexities and conflict management
- The coordinator will need to research, recommend, implement and monitor systems and technological solutions

Types of guidance available for problem solving:

- Policy, legislation and operating procedures
- Jurisdictional scans
- Supervisor support
- Human Resources support
- Legal support/advice
- Administrative support
- Training

Direct or indirect impacts of decisions:

- Legal implications
- Branch objectives/goals
- Accountability frameworks
- Organizational performance
- Employee relations
- Process/procedure development and implementation

**Key Relationships**

Major stakeholders and purpose of interactions:

- Executive Director for support, direction and approvals
- Directors, for support, approval and direction
- Managers, to support and coordinate for
- Technical Advisors, correspondence, liaison, interviews
- Staff, interviews, liaison, correspondence
- Administrative support staff, for support, correspondence, daily work flows
- External Stakeholders, correspondence

## Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)			

If other, specify:

Related field, equivalencies to be considered

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

- In depth knowledge of GoA and Ministry policies, processes and practices
- in depth knowledge of compliance requirements of the Peace Officer Act and associated regulations and the Public Security Peace Officer Program, Policy and Procedures Manual
- Knowledge of Ministry and Division/Branch business plans, structures and reporting relationships including a solid understanding of Division/Branch operations, business environment, priorities and issues.
- Comprehensive knowledge of legislative and operational restrictions in the sharing of investigative information
- Knowledge of the Criminal Code, Freedom of Information and Protection of Privacy (FOIP) Act and other related provincial and federal statutes.
- Knowledge of accountability frameworks, organizational performance and performance monitoring systems.
- Knowledge of proper handling and storage of sensitive documents.

## 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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Integrates broader context into planning: <ul style="list-style-type: none"> <li>• Plans for how current situation is affected by broader trends</li> <li>• Integrates issues, political environment and risks when considering possible actions</li> <li>• Supports organization vision and goals through strategy</li> <li>• Addresses behaviours that challenge progress</li> </ul>	This role will be responsible for implementing a branch wide accountability framework as well as performance monitoring systems and organizational performance systems.
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Works in open teams to share ideas and process issues: <ul style="list-style-type: none"> <li>• Uses wide range of techniques to break down problems</li> <li>• Allows others to think creatively and voice ideas</li> <li>• Brings the right people together to solve issues</li> <li>• Identifies new solutions for the organization</li> </ul>	This role will be responsible for complex investigations as well as systems implementation, integration and monitoring with a considerable amount of creative problem solving required.
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Proactively incorporates change into processes: <ul style="list-style-type: none"> <li>• Creates opportunities for improvement</li> </ul>	This position will be responsible investigations which require prioritization and an

		<ul style="list-style-type: none"> <li>• Is aware of and adapts to changing priorities</li> <li>• Remains objective under pressure and supports others to manage their emotions</li> <li>• Proactively explains impact of change on roles, and integrates change in existing work</li> <li>• Readily adapts plans and practices</li> </ul>	ability to pivot quickly based on those priorities. The position will also liaise with and support several levels of management and senior leadership through branch wide initiatives and will need to be responsive to changing priorities.
Drive for Results	○ ○ ○ ● ○	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> <li>• Forecasts and proactively addresses project challenges</li> <li>• Removes barriers to collaboration and achievement of outcomes</li> <li>• Upholds principles and confronts problems directly</li> <li>• Considers complex factors and aligns solutions with broader organization mission</li> </ul>	This position will have to conduct investigations in a timely manner, juggling other investigations as well as systems related priorities. The role has a considerable amount of independence and will need a self motivated individual to be successful in it.
Build Collaborative Environments	○ ○ ○ ● ○	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> <li>• Involves stakeholders and shares resources</li> <li>• Positively resolves conflict through coaching and facilitated discussion</li> <li>• Uses enthusiasm to motivate and guide others</li> <li>• Acknowledges and works with diverse perspectives for achieving outcomes</li> </ul>	This position will require superior interpersonal skills, well developed interviewing and investigative skills, superior verbal and written communications skills and facilitation skills. The role will liaise with several internal and external stakeholders with a requirement to gain consensus related to branch systems and processes.

## Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)