

New

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Senior Resolution Specialist

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

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 *Police Act* was amended in December 2022 to create the legislative authority to establish a new arm's-length agency to manage complaints against the police and conduct disciplinary proceedings. The Police Review Commission (PRC) will be established upon proclamation of relevant sections of the Police Amendment Act (2022) in 2025.

The PRC will be responsible for overseeing the police complaints process for Alberta police services. The PRC will be at the forefront of leading and supporting police services through a significant change in process and philosophy.

The Case Management and Resolution branch is responsible for receiving complaints, concerns, and compliments about police officers, verifying complaints, identifying allegations, information gathering, assigning files to the appropriate unit and preparing final reports and dispositions. It is anticipated the PRC will receive approximately 5,000 public contacts, which will include complaints, compliments, and general concerns. This branch uses trauma-informed practices and de-escalation strategies when dealing with complainants and seeks to resolve complaints collaboratively. Additionally, the branch monitors case workflows, tracks timelines, ensures accurate documentation and prepares detailed reports to evaluate trends and outcomes on files.

Reporting to the Manager, Resolution, the Senior Resolution Specialist is responsible for managing the resolution of files through alternative dispute resolution (ADR) methods. This includes information gathering to better understand the complaint, determine case facts, perspectives, and assess whether the file is appropriate for ADR or requires

further investigation. The Senior Resolution Specialist facilitates the ADR processes, including healing circles, and facilitated discussions. They assess the suitability of each file for ADR and lead the parties through the selected approach. The Senior Resolution Specialist engages with both complainants and subject officers to clarify key issues, identify areas of agreement or misunderstanding, and explore options for resolving the matter collaboratively. They may also explore mediation options to resolve files. The Senior Resolution Specialist is responsible for explaining the ADR process to all parties and responding to any questions they may have. In addition to managing their own files, the Senior Resolution Specialist supports junior team members by delivering ADR-related training and resources, providing mentorship, and promoting the consistent and effective application of ADR techniques across the resolution team.

The Senior Resolution Specialist applies trauma-informed and culturally sensitive approaches to reduce conflict, encourage voluntary participation, and deliver outcomes that are timely, fair, and meaningful for subject officers and complainants. They review incident reports, duty logs, and past complaint history to analyze key evidence and tailor conflict resolution strategies to the specific context of each file. When files are outside the jurisdiction of the PRC, they recommend re-routing the file to the appropriate agency or police service and consult with legal services on complex or potentially vexatious matters. Through this work, the Senior Resolution Specialist actively advances the PRC's commitment to accessible, transparent, and responsive complaint resolution.

The role requires strong communication, analytical thinking, and conflict-resolution skills. Senior Resolution Specialists work closely with case coordinators, investigators, legal services, and other stakeholders to assess jurisdiction, clarify complaint objectives, and identify appropriate pathways for resolution. They approach each file with a trauma-informed lens, aiming to de-escalate conflict, build trust, and support meaningful outcomes for both the complainant and the subject of the complaint.


Responsibilities

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

- 1. Complaint assessment and information gathering** - the PRC's mandate is advanced through the consistent assessment of complaints and information and information gathering practices.
 - Assesses complaints to confirm all required information is provided and determine if the matter falls within the jurisdiction of the PRC.
 - Uses de-escalation and trauma-informed strategies to support individuals engaging with the complaint process.
 - Identifies incomplete or ineligible complaints and follows up with complainants to request clarification or missing information.
 - Gathers information to assist with assessing the nature of the complaint and determine next steps, including the requirement to conduct a code of conduct investigation and identifying relevant allegations.
 - Communicates directly with complainants and subject officers to clarify the details of the complaint and gather additional context, where necessary.
 - Gathers and reviews electronic evidence such as body worn camera footage, in-car digital video, surveillance recordings, telephone audio, and photographs.
 - Obtains and reviews supporting documentation including incident reports, office duty logs, and dispatch records to establish a clear timeline of events as part of the preliminary investigation.
 - Reviews PRC case history to identify any previous complaints or patterns of similar allegations.
 - Assesses the level and category of complaint based on policy and applicable legislation.
 - Summarizes allegations in a clear and concise manner, in alignment with established policy requirements.
 - Identifies high-risk or sensitive complaints and recommends next steps.
 - Recommends that complaints falling outside of PRC jurisdiction be re-routed to the appropriate agency or police service, and facilitates the connection to other agencies, when appropriate.
 - Identifies complaints that may be frivolous or vexatious and consults with legal services to determine next steps.
 - Responds to phone and email inquiries from the public, complainants, police services, and external agencies; provides relevant information or redirects as needed.
 - Monitors timelines related to the intake and resolution of cases to support timely file progression and adherence legislated timelines and service standards.


2. Complaint resolution - alternative dispute resolution practices restore complainants, subject officers and communities.

- Resolves code of conduct complaints, using alternative dispute resolution methodologies and trauma-informed approaches to support early and meaningful resolution.
- Determines the most appropriate resolution strategy or strategies for each complaint, considering the nature of the allegations while applying cultural sensitivity, particularly when working with diverse complainants.
- Engages with complainants and subject officers for code of conduct investigations to explore resolution options, clarify expectations, obtain consent signatures, and encourage voluntary participation in alternative dispute resolution processes.
- Completes all necessary case management tasks to support resolution efforts, including drafting letters, notifications, templates, and templated agreements; emailing complainants; booking meetings; collecting relevant documents; and documenting all communications and actions taken in the case file.
- Consults with management for guidance on complex or unusual matters requiring higher-level decision-making or legal interpretation.
- Prepares resolution plans to recommend an approach to complaint resolution. These plans may be reviewed by decision-making committees and implemented independently by the Senior Resolution Specialist.
- Prepares resolution reports following successful and unsuccessful attempts at complaint resolution. The report summaries all activities related to complaint resolution and recommends next steps for the complaint, such as imposing discipline on a subject officer, closing a case or proceeding to an investigation.
- Partners with the Resolution Coordinator to organize and schedule resolution meetings, including ADR sessions.
- Provides direction on case-specific logistics, ensuring the coordinator has the necessary details to prepare materials and coordinate with participants.
- Facilitates and documents resolution agreements reached through ADR, confirming terms with all parties and ensuring agreements are clearly recorded, practical, and aligned with PRC policy.

3. Service excellence - the PRC promotes excellence in service delivery by providing a fair, transparent, and trauma-informed approach in all interactions with complainants, respondents, and stakeholders. 

- Delivers timely, clear, and professional communication to complainants and all involved parties, ensuring transparency and responsiveness.
- Uses trauma-informed, culturally responsive, and de-escalation techniques to support complainants through the process with empathy and respect.
- Drafts case-specific correspondence throughout the resolution process and prepares resolution reports that inform final decisions.
- Ensures complainants and other parties are informed of the complaint process and possible outcomes.
- Handles emotionally charged cases with sensitivity, impartiality, and professionalism, ensuring fairness in every interaction.
- Adjusts communication styles and approaches based on the needs of diverse populations, including those from Indigenous and marginalized communities or those with accessibility considerations.
- Identifies and addresses barriers that may prevent complainants from fully participating in the process, offering accommodation, as necessary.
- Provides referrals to appropriate support services or community resources when needed and when appropriate.
- Upholds the highest standards of confidentiality, ethics, and professionalism when managing sensitive information.
- Builds and maintains public trust in the PRC by demonstrating integrity, respect, and procedural fairness in all interactions.
- Escalates complex service issues to the manager when required.

4. Collaboration and communication - the PRC's success relies on coordinated, team-based approaches to complaint resolution.

- Participates in regular team meetings and file reviews with resolution specialists, investigators, and case coordinators to ensure files are progressing in accordance with established timelines and standards.
- Supports the implementation of policies, procedures, and directives affecting both the PRC and police services.
- Works with case coordinators and resolution specialists to recommend potential file pathways for decision- 

making committee review.

- Prepares materials for decision-making committees, such as case summaries and resolution reports.
- Adheres to file management protocols by ensuring all documentation and correspondence is uploaded and labeled correctly in the case management system.
- Participates in training and professional development activities to build capacity in trauma-informed communication, cultural competency, and resolution techniques.
- Provides mentorship and guidance to junior Resolution Specialists, including delivering training on ADR practices, sharing case strategies, and promoting consistency in resolution approaches.

5. Leadership - the PRC's mandate is advanced through leadership at all levels of the PRC.

- Provides support to junior resolution specialists as needed.
- Exercises appropriate judgement within the framework of established protocols.
- Promotes the principles of equity, diversity and inclusion, and integrates those principles into analysis, project management and other activities.
- Provides appropriate maintenance and security of records, including appropriate disposition of transitory information.
- Fosters a collaborative and supportive team environment that promotes knowledge sharing and best practices.
- Acts for manager, as required.



Problem Solving

Typical problems solved:

Public trust and confidence in policing are enhanced by an effective and efficient oversight model. There have been significant concerns raised by Albertans about the existing police complaints process.

The Senior Resolution Specialist plays a central role in resolving complaints brought to the PRC by working directly with complainants, subject officers, and police services to address concerns through collaborative approaches. The Senior Resolution Specialist guides the resolution process from start to finish, applying alternative dispute resolution techniques, trauma-informed practices, and culturally sensitive approaches to support meaningful outcomes.

This position requires good judgment, diplomacy, and emotional intelligence. The Senior Resolution Specialist facilitates dialogue between parties, works to clarify misunderstandings, and helps identify shared solutions that are responsive to the unique circumstances of each file. They lead efforts to resolve conflict early in the complaint process, minimizing the need for investigations while upholding fairness and accountability for all parties involved.

The Senior Resolution Specialist exercises discretion and creativity to tailor resolution strategies to the individuals involved when working with complaints that may be complex. They are responsible for preparing resolution agreements, communicating outcomes clearly, and following up with participants to support implementation. Through this work, they help the PRC fulfill its mandate of accessible, effective, and transparent complaint resolution, offering complainants a voice and creating space for police accountability outside of adversarial processes.

Types of guidance available for problem solving:

The position works within a variety of acts, regulations, standards, rules and policies related to policing, police complaints in Alberta and other related topics. The team lead must apply good judgment to ensure their team is functioning in an efficient manner while maintaining the PRC's mandate.

Guidance is available from the Manager of Resolution. Advice and support are also available from other resolution specialists. Other managers and staff in the PRC may have advice or subject matter expertise that the resolution specialist can draw from to inform decision-making.

Direct or indirect impacts of decisions:

The Senior Resolution Specialist has a direct impact on the PRC's ability to resolve complaints against police in Alberta. As the central role responsible for complaint resolution, this position plays a key part in addressing conflict early and meaningfully. Failure to resolve files in a timely, fair, and consistent manner may result in prolonged disputes, missed timelines, public criticism, and increased risk of legal action. With resolution timelines tied to legislated requirements, any delays can undermine the integrity of the oversight process and the credibility of the PRC.

Early resolution of complaints is one of the most effective ways to reduce overall complaint timelines. Timely resolution not only prevents unnecessary escalation but also reinforces public trust in the PRC's ability to provide accessible and responsive oversight. Prolonged timelines can damage public confidence and raise questions about fairness, transparency, and accountability.

The Senior Resolution Specialist works directly with complainants and subject officers to resolve issues through collaborative, voluntary, and non-adversarial approaches. Their ability to assess complex dynamics, engage involved parties, and guide them toward voluntary agreements is critical to the success of the resolution process. Their work influences how complaints are experienced by the public and by police, contributing to the timeliness, fairness, and legitimacy of the PRC's approach. By resolving conflict with empathy, professionalism, and cultural sensitivity, the Senior Resolution Specialist strengthens police accountability and reinforces public trust in the complaint process.

Decisions have a direct impact on Albertans by influencing public trust and confidence in the province's police oversight system. These decisions affect complainants, subject officers, police services, and the broader community, as they involve allegations of police misconduct with significant social and legal implications.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Resolution coordinator - supports scheduling, logistics, and documentation for resolution activities; works closely with specialists to coordinate ADR sessions and track follow-up actions.
- Resolution specialists - collaborate to share information, processes and leverage each other's expertise.
- Manager of Resolution - provides updates, recommendations, advice on resolution strategies, processes and other operational supports. Manager provides guidance, support, supervision and direction.
- Case management team - routes files, collaborates and shares information to handle complaints.
- Investigation team - routes files, collaborates and shares information to handle complaints.
- Decision making committees - collaborates with staff to share information and discuss potential file direction.
- Legal services - consult on complex, high-risk, or potentially vexatious complaints; provides legal advice to support resolution strategies and decisions.
- Colleagues across the branch and PRC - share information, seek input, and leverage different subject matter expertise.

External

- Complainants - receives complaints, provides information about the PRC process, timelines, and next steps, and gathers relevant personal details and other necessary information to support the resolution of the complaint.
- Subject Officers - gathers their perspective on the complaint, provides information about the resolution process, timelines, and next steps, and facilitates their participation in resolution efforts where appropriate.
- Legal counsel for complainants and subject officers - communicates as needed to clarify complaint details, resolution options, and next steps; facilitates informed participation in the resolution process.
- Municipal and First Nations police services and - seek and share case information, and to route and monitor conclusion of level 4 or level 5 complaints.
- External mediators and other contractors - coordinates to facilitate formal ADR sessions.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

2nd Major/Minor if applicable

Designation

If other, specify:

University degree in a related field (Criminology, Law and Society, Police Studies, Sociology, etc.), supple

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

Job-specific experience:

- Experience with conflict resolution strategies and trauma-informed approaches to ensure a fair and supportive

complaint resolution process.

- Experience facilitating alternative and traditional dispute resolution approaches.
- Previous experience working with law enforcement agencies will be considered an asset.

Technical competencies, certification, and/or training:

- Previous experience in alternative dispute resolution, including mediation, facilitation, conflict coaching, and resolution strategies.
- Skilled in navigating emotionally charged situations to guide parties toward voluntary, interest-based resolutions that promote understanding and accountability.
- Demonstrated ability to support and communicate effectively with individuals experiencing mental illness, cognitive or physical impairments, and those in personal crisis.
- Experience working in a legislated/regulated program and applying administrative decision-making processes.
- Experience interpreting and applying policies and procedures within a resolution framework, ensuring compliance with established guidelines.
- Strong understanding of the Police Act and regulations, policing policies and procedures, and related provincial and federal legislation, along with a demonstrated understanding of police duties and responsibilities.
- In-depth understanding of trauma-informed, culturally competent, and equity-based practices in conflict resolution.
- Cultural competencies for working with Indigenous and diverse communities.
- Excellent written and oral communication skills to write comprehensive reports, coordinate investigative briefings with the ability to tailor content to different audiences.
- Critical thinking and problem-solving skills to assess complaints, identify issues, and recommend appropriate actions with the ability to navigate all cases with discretion, fairness, and professionalism.
- Experience in supporting and mentoring team members, providing guidance on case handling.
- Strong interpersonal and collaboration skills to foster effective working relationships with internal and external stakeholders.
- Ability to work under pressure and manage competing priorities in a fast-paced environment while maintaining high attention to detail.
- Must be able to pass and maintain a fingerprint based criminal records check, police information check and any other security clearances required to access police databases.

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	Understand the PRCs legislation, policy, mandate, resolution streams, and works towards actions and plans to meet the PRCs mandate.

Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>Analyze, evaluate, and synthesize information to guide resolution decisions. Use creative problem-solving to generate tailored solutions, mitigate risk, and engage the right parties in collaborative discussions to move complaints toward meaningful outcomes.</p>
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	<p>Efficiently managing a large caseload of files with varying levels of complexity, and tasks, shifting priorities as needed to meet timelines and support effective complaint resolution.</p>
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<p>Proactively engage in resolution and Alternative Dispute Resolution (ADR) efforts to drive timely complaint resolution, while meeting key communication milestones and tracking requirements.</p>