

New

Ministry

Seniors, Community and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Intelligence Analyst

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 Income Services Investigation Unit (ISIU) investigates alleged crimes of deceit, against the Provincial Benefit Programs, administered by the Ministry of Seniors, Community and Social Services.

Reporting to the Program Integrity Manager the ISIU Analyst is critical to program integrity and fraud awareness, providing analytical and information support to ISIU. This position is responsible for researching, collating, reviewing, evaluating and analyzing information from a variety of sources to develop intelligence products that assist management in decision making and provide guidance and recommendation to further intelligence and criminal investigations.

The analyst works collaboratively with ISIU and Delivery Services to identify and recommend program improvement measures, including crime reduction strategies and development of automated fraud detection capabilities within program systems.

The position develops and maintains strong collaborative relationships with internal and external stakeholders and functions as a liaison to law enforcement agencies, including other Government of Alberta investigative units, in relation to alleged criminal activities.

The analyst must function in a busy, complex, multi-disciplinary environment, often in situations with competing objectives. Excellent communication and time management, along with a high-level

professional sensitivity is vital to the success of this position.

Responsibilities

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

Assist in timely and appropriate evaluation and analysis into complaints, requests for investigations and emerging fraud trends.

- Collect, summarize and interpret data and information to provide information aimed at advancing operations and investigations, producing leads and/or identifying potential offenders.
- Produce/present written and oral recommendations and provide presentations on identified priorities.
- Research, compilation, and assessment of open and closed source information.
- Prepare comprehensive reports, briefs and assessments of crime trends based on information gathered.
- Plan, coordinate and/or conduct operational meetings with internal/external partners.
- Utilize internal/external databases and technological tools and resources such as i2 Analyst's Notebook, to provide for assembly and analysis of information and intelligence.
- Facilitate criminal/regulatory prosecution, generating written and/or graphic material to enhance the understanding of the investigation.
- Plan, prepare and organize to achieve ongoing production of electronic disclosure information in accordance with standardized procedures for court purposes.
- Is the Subject Matter Expert for ISIU concerning intelligence and analysis matters and will attend court to represent ISIU analytical work, when required.

Ongoing timely and accurate assessment of potential fraud to ensure early identification of an appropriate response and provision of information to management for planning and decision making.

- Conduct detailed analysis of data and compilation of files actioned by investigation unit.
- Provide investigative leads by conducting trend analysis and identify relationships between disparate pieces of information.
- Provision of support and recommendations relative to issues and concerns on investigation of alleged criminal activity.
- Early identification of potential concerns and dissemination of same for fraud awareness.
- Ongoing timely reporting of information intelligence to management.
- Produce intelligence reports, assessments and briefing notes, with recommendations that include prevention and detection.

Support Income Services, including the ISIU Director and ISIU Managers in achieving ISIU's mandate and goals.

- Identify issues and concerns with investigations and propose innovative recommendations or potential solutions.
- Recommend program improvement measures, including crime reduction strategies.
- Collaborate on the development of automated fraud detection capabilities within program systems.
- Provide statistical summaries and explanations of the data for various audiences.

Initiate and maintain relationships with internal and external partners to gather and disseminate information, including developing best practices, policies and procedures.

- Develop and maintain partnerships with law enforcement agencies to ensure information intelligence sharing.
- Action Law Enforcement Requests, gathering and disseminating requested information.
- Participate in Investigation and Operational Support teams, as well as internal/external committees to represent ISIU.
- Participate with other departments for the purpose of developing processes/policies related to the ISIU mandate.
- Advise and/or assist management on development and/or implementation of policy and procedures

related to investigations.

Maintain data integrity within the Investigation Unit

- Maintain and refine general business rules and protocols established to control data management.
- Conduct quality assurance assessments to maintain data integrity.
- Collaborate with management/investigators to develop processes/procedures and systems for effective analytical work.

Problem Solving

Typical problems solved:

Due to the nature of intelligence work, this position requires superior analysis, reasoning, judgment and problem-solving skills to understand complex relationships and facilitate decision making processes. The position must be able to build trusting working relationships with management and stakeholders. Well developed relationship building, and communication are essential.

Competing priorities for a number of complex investigations, will require exceptional organization and time management skills in order to efficiently manage and produce accurate analysis.

Work product may have an impact on amendments and changes to legislation, policy and investigative activities and initiatives.

Types of guidance available for problem solving:

The Intelligence Analyst will report to the Program Integrity Manager, Investigations Manager, ISIU Director.

Direct or indirect impacts of decisions:

The position's impact is province wide and directly connected to obtaining, analyzing, interpreting, assessing and disseminating information relating to fraud awareness, including investigational opportunities and strategies.

Work completed in this position addresses issues that impact the operations of ISIU, including the allocation and prioritization of resources and focus.

This position develops and delivers findings on high priority initiatives and cases that have a significant impact provincial wide and assists management decision making. Recommendations, assessments and findings may include a high level of complexity and/or political sensitivity that impacts ISIU, the Division, and/or Ministry.

Key Relationships

Major stakeholders and purpose of interactions:

Regular and ongoing contact with:

- Law Enforcement Agencies (Federal, Provincial, Municipal).
- Peers in other jurisdictions to exchange information/best practices, coordinate activities and enhance relationships and partnerships.
- Management Team.
- Alberta Justice and Solicitor General.
- Alberta Crown Prosecution Office.
- Ministry Divisions/Benefit Program Staff/Policy Staff.
- Federal Government.
- Financial Institutions.

Required Education, Experience and Technical Competencies

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

If other, specify:

Criminology

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

Knowledge:

- Comprehensive knowledge of the criminal justice system including familiarity with the Criminal Code of Canada.
- Comprehensive knowledge in intelligence gathering and investigative methods and techniques.
- Comprehensive knowledge of major case management applications.
- Comprehensive knowledge of rules of evidence, best practices and procedures.
- Knowledge of legislative and operational restrictions with sharing of intelligence information.
- Proven experience in the use of specific analytical tools such as I2.

Demonstrated Skills:

- Ability to function efficiently and calmly in a fast paced environment.
- Interpersonal skills and ability to deal effectively with all levels of the Ministry, Division and external stakeholders.
- Problem solving and decision making.
- Excellent verbal articulation, written skills and report preparation, and presentation of recommendations to issues and problems.
- Facilitation of skills for training or awareness sessions for staff and/or stakeholders.
- Research and analytical skills for information gathering, analysis, interpretation and recommendation of investigative avenues.
- Strong organizational and time-management.
- Plan, prioritize, coordinate and manage multiple and competing priorities tasks and projects efficiently and effectively.
- Identify training needs, enable facilitation of and/or deliver training.
- Demonstrate initiative, sound judgment and creativity relating to responsibilities.
- Exercise tact, discretion and diplomacy in dealing with sensitive information.
- Exercise strategic thinking in order to assist management and investigators.
- Maintain professionalism and composure under varied situations.

Possesses:

- Ability to work independently, organize duties, establish and adjust priorities to complete tasks and meet deadlines.
- Computer skills in all Microsoft applications as well as open source research.
- Project management skills.
- Excellent communication skills.
- Creative critical thinking and problem solving skills.
- Initiative and motivation to create innovative solutions to address issues identified.

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		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions 	<p>Critically analyzes issues to make recommendations and provide viable and effective solutions.</p> <p>Uses open and closed sources to further investigations, followed by the use of analytical tools to provide a</p>

		for the organization	detailed and comprehensive review of findings.
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"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	Reviews and evaluates processes to ensure program integrity maintained. Addresses issues that impact the operations of ISIU, including the allocation and prioritization of resources and focus. Manage competing priorities for a number of complex investigations, and produce accurate analysis within short timelines.
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Works to remove barriers to outcomes, sticking to principles: <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	Recommend program improvement measures, including crime reduction strategies. Regularly reviews business rules and protocols for data management, including conducting quality assurance assessments to maintain data integrity and ensure analytical work is accurate.
Systems Thinking	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Takes a long-term view towards organization's objectives and how to achieve them: <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for 	Regularly work with ISIU members and share information relating to fraud awareness, investigational opportunities and strategies. Work with management to identify and develop program integrity initiatives.