

Ministry

Jobs, Economy and Northern Development

Describe: Basic Job Details

Position Name (30 characters)

Team Lead, DAC

Requested Class

Program Services 4

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Organizational Structure

Division, Branch/Unit

SFHW, OHSPD, Investigations

Supervisor's Position Name (30 characters)

Manager, Special Investigation

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

As a member of a multi-disciplinary Occupational Health & Safety (OHS) team, the Team Lead, Disciplinary Action Complaints (DAC) has oversight of and provides leadership and operational direction to a team of investigators responsible for the DAC program including all DACs received, investigated and appealed.

The TL builds collaborative relationships with a variety of internal and external contacts including other ministry staff, employers, workers and the Alberta Labour Relations Board.

Reporting to the Manager, Special Investigations, the TL monitors the workload of DAC investigators and provides expert technical advice to all team members with respect to the application and interpretation of OHS legislation and policy and procedure related to DACs and coordination of appeals received. The incumbent will develop and implement processes to monitor and improve the quality and consistency of investigations/resolutions.

Responsibilities also include the coaching, mentoring and training of all DAC investigators and other duties as assigned.

Responsibilities

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

1. Oversight of investigations into Disciplinary Action Complaints (DAC)

- Intake and assign DACs, conduct initial evaluation
- Oversee all DAC investigations and hearing packages
- Review reports, decisions and orders made by DAC investigators
- Review complex cases with Legal Counsel in conjunction with investigators to ensure appropriate application of legislation and legal process
- Attend appeal hearings to support investigators
- Respond to employer and employee requests for information on file
- Develop effective quality assurance plans with management for the appraisal of staff, including data collection analysis and performance indicators

2. Oversight of appeals received of OHS orders and administrative penalties

- Intake and assign appeals received
- Oversee coordination of appeals received, appeal packages to be prepared for legal counsel
- Review complex cases with Legal Counsel in conjunction with investigators to ensure appropriate application of legislation and legal process
- Respond to employer and employee requests for information on file
- Develop effective quality assurance plans with management for the appraisal of staff, including data collection analysis and performance indicators

3. Leadership/Relationships

- Provides leadership and oversight to a team of technical professionals tasked with DAC investigation and appeals of OHS orders/administrative penalties
- Through effective communication and leadership, coach and support the team in issues resolution
- Work with management to establish team and individual objectives, while monitoring and providing feedback on performance on an ongoing basis
- Assist staff with the preparation of performance agreements to achieve organizational and personal goals
- Assess training needs and support development of individual training plans to facilitate competency development
- Convey learnings to OHS program delivery
- Work with stakeholders in areas impacting province-wide programs
- Communicate with other Occupational health & Safety Regions, other divisions of Safe, Fair and Healthy Workplaces and other government departments

4. Expert Technical Advice

- Provide expert advice to management: other divisional areas and internal/external stakeholders concerning technical matters related to DACs and appeals
- Provide expert advice to DAC investigators
- Develop and promote best practices for officers to implement when investigating complaints
- Coordinate and provide procedural and technical advice and guidance to staff concerning appeals
- Provide written and verbal feedback to management regarding investigators' technical capacity in the completion of their work

Problem Solving

Typical problems solved:

- Leading/supporting team with investigation and resolution of DACs and appeals received
- Relational complexities
- Supervisory/employee relations challenges
- Conflict management
- Highly emotional situations
- Complex and technical issues relating to OHS legislation

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:

- Case law/precedent setting
- Legal implications
- Employee relations
- Legislative impacts
- Process/procedure development and improvement

Key Relationships

Major stakeholders and purpose of interactions:

- Manager (supervisor)
- Team of technical professionals
- Technical Advisors
- Managers
- Employers
- Workers
- Alberta Labour Relations Board

Required Education, Experience and Technical Competencies

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

If other, specify:

Equivalencies to be considered

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

- Investigations experience
- Adjudication experience
- Leadership/supervisory experience
- Knowledge of/experience with DACs
- Knowledge of/experience with OHS legislation and interpretation

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"/>	Works in open teams to share ideas and process issues: <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 for the organization 	This position requires the ability to work both independently and lead others to employ creative solutions in order to achieve desired outcomes.

Agility	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Proactively incorporates change into processes:</p> <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 	<p>This position will require an ability to shift priorities quickly, monitor and adapt to a changing legal environment including precedence and identify areas for improvement while implementing procedures.</p>
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes 	<p>This position encourages collaboration on the team, coaches and mentors and resolves issues. It is also responsible for ensuring learnings are shared.</p>
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <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 	<p>This position is responsible for the timely delivery of services related to DACs and appeals received.</p>
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Encourages development and integration of emerging methods:</p> <ul style="list-style-type: none"> • Shapes group learning for team development • Employs emerging methods towards goals • Creates a shared 	<p>This position leads a team of investigators and will be responsible for training, performance monitoring and ensuring both organizational and personal goals are achieved.</p>

		learning environment • Works with individuals to develop personal development plans	
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