

## New

Ministry

Public Safety and Emergency Services

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Manager of Investigations

Requested Class

Manager (Zone 2)

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

4AJP

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

Vacant

#### Organizational Structure

Division, Branch/Unit

Police Review Commission/ Case Manag. & Resolutio

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Director, Code of Conduct Invs

Supervisor's Current Class

Senior Manager (Zone 2)

### 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 will be established upon proclamation of relevant sections of the Police Amendment Act (2022) in 2025.

The Police Review Commission (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 Code of Conduct Investigations team is responsible for investigations into allegations of police misconduct under the Police Service Regulation. It is anticipated that the PRC will manage a high volume of code of conduct investigations annually, addressing a range of allegations under the Police Conduct and Oversight Regulation. The team also oversees the management of digital evidence, ensuring its proper handling, redaction, editing, secure storage, and compliance with best practices to maintain the integrity of electronic data throughout the investigation process. The team also provides digital evidence management support to the Alberta Serious Incident Response Team (ASIRT).

Reporting to the Director of Code of Conduct Investigations, the Manager of Investigations oversees the day-to-day operations of the investigations team, guiding the investigative process, supporting legislative compliance, and

advancing the PRC's mandate to deliver timely, fair, and transparent outcomes for Albertans. The manager is responsible for hiring, training, and leading a team of investigators, ensuring staff are equipped with the knowledge, skills, and tools required to conduct high-quality investigations.

This position oversees formal investigations into Police Service Regulation allegations of police misconduct under the PRC's mandate. These may include allegations of excessive or unjustified use of force, unlawful arrest or detention, discriminatory conduct (such as racial profiling), abuse of authority, neglect of duty, and other violations of the Police Service Regulation. The role requires sound judgment, a strong understanding of police oversight principles, and the ability to manage complex complaints that may involve multiple officers, heightened public interest, or significant procedural concerns.

The manager also leads efforts to identify gaps, streamline workflows, and strengthen investigative procedures to increase fairness, consistency, and operational efficiency. They play a key role in operational planning, policy development, and issues management, and work closely with staff, other branches, and senior leadership to support the PRC's operational readiness and evolving oversight model.

## Responsibilities

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

**1. Oversight of Investigations** - oversight of professional, timely, and fair investigations and decision-making promotes public confidence in the PRC and policing in Alberta.

- Leads the investigations team responsible for formal investigations into allegations of police misconduct under the Police Act and Police Service Regulation.
- Oversees the coordination, assignment, and monitoring of investigative files to support workload pressures and timely investigations.
- Reviews files to ensure compliance with PRC policies, investigative standards, and applicable legislation throughout all stages of the investigative process.
- Supervises a team of investigators, providing performance management, mentorship, and support for professional development and capacity building.
- Reviews and validates investigative plans to align with legal standards, procedural fairness, and organizational priorities.
- Approves or guides the review of key evidence, including photographs, body-worn and in-car video, police records, digital communications, and social media content.
- Promotes trauma-informed, culturally competent, and procedurally fair investigative practices, particularly when working with vulnerable or marginalized complainants.
- Supports quality assurance by identifying gaps, streamlining processes, and advancing consistent investigative practices across the unit.
- Maintains proper storage, security, and disposition of investigative records in accordance with FOIP, records management legislation, and PRC protocols.
- Delivers regular briefings, reports, and updates to senior leadership on file trends, operational risks, and team performance.
- Confirms all investigation reports are detailed, objective, and support sound decision-making by senior leadership.
- Contributes to the design and continuous improvement of investigative frameworks, reporting templates, and quality assurance protocols.
- Provides advice to the Director and Executive Director on complex and sensitive complaints, emerging trends, and systemic issues.
- Supports policy and procedural development initiatives, including those related to digital evidence management and administrative outcomes.

**2. Collaboration and stakeholder engagement** - the PRC's priorities and mandate are advanced through strong relationships among law enforcement, Indigenous communities, and community organizations.

- Coordinates 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 managers, resolution specialists, and case coordinators to recommend potential file pathways for decision-making committee review.
- Serves as liaison to police services, police associations, legal counsel, and other relevant parties to ensure appropriate communications and cooperation during investigations.
- Works closely with case coordinators, resolution specialists, and internal decision-making bodies to support case planning and resolution strategies.
- Provides mentorship and guidance to investigators, including delivering training on investigative practices, sharing case strategies, and promoting consistency in investigations\ approaches.
- Represents the PRC in cross-divisional and external meetings, offering input into policy and procedural development and investigations program design.
- Collaborates with the community connections unit to engages with municipalities, First Nations, Indigenous groups, and community groups to understand concerns, foster trust and promote investigative strategies that reflect public expectations.
- Strengthens the PRC's credibility and influence within the policing oversight community by ensuring staff and managers remain informed of regulatory developments, investigative best practices, and trends in police accountability.

**3. Team and leadership** - manage, coach, and develop a team of professional staff in support of the PRC's training and development program.

- Provides leadership in management and staff recruitment, onboarding, and professional development to support the long-term operations of the PRC.
- Champions the principles of equity, diversity, and inclusion, integrates these principles into organizational practices and holds colleagues, managers, and staff accountable to adhering to these principles.
- Engages staff and promotes a culture that encourages feedback, embraces innovation, and fosters mutual respect.
- Encourages staff to maintain positive working relationships with diverse stakeholders to develop and deliver the best solutions within established timelines.
- Fosters a culture of holistic and strategic thinking about agency functions and how they impact current and future agency priorities and operations.
- Manages team human resources (e.g., recruitment of staff, development of performance agreements and learning plans, performance management, and ongoing allocation and management of workload).
- Provides appropriate maintenance and security of records, including appropriate disposition of transitory information, and ensures staff handle records appropriately.
- Delivers assignments on time and in a manner that meets the requirements of senior leadership.
- Acts for the director, 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. Challenges in the current system include inconsistent approaches to police oversight investigations and resolutions, training, and limited resources for professional development. These issues can impact public confidence.

The Manager of Investigations leads the delivery and continuous refinement of formal investigation processes within the PRC. The manager is responsible for assigning files to investigators based on investigator capacity and skillset, as well as, the nature, seriousness, and complexity of the allegations, which may involve multiple officers, protected groups, or issues of high public interest.

To address investigative challenges, the manager provides direct oversight and support to staff, reviewing investigative

plans, confirming appropriate lines of inquiry, and guiding the collection and analysis of evidence. The manager also identifies and addresses operational gaps, such as delays in disclosure, unclear complaint scope, or missing records, by liaising with police services and relevant stakeholders to facilitate timely progress on files.

The manager monitors investigative timelines, quality of findings, and adherence to legal and policy frameworks. They support investigator development through case-specific coaching, procedural guidance, and ongoing training. Particular attention is paid to promoting trauma-informed and culturally competent approaches in investigations involving complainants from marginalized communities or those who have experienced significant harm.

Police misconduct investigations are often high-stakes, complex, and emotionally charged. The manager plays a key role in supporting learning and improvement when files encounter obstacles or result in contested findings. In such cases, the manager facilitates case debriefings to reflect on investigative choices, evidence handling, and opportunities to improve investigative consistency, fairness, and clarity in future cases. These sessions help foster a culture of accountability, continuous learning, and professional growth within the investigations team.

Types of guidance available for problem solving:

This position operates within a complex framework of legislation, case law, investigative standards, and oversight policies. The manager must apply sound judgment and specialized expertise to oversee investigations in a way that advances the PRC's mandate while supporting consistency and timeliness across files. Guidance is available from the Director of Code of Conduct Investigations, along with input and collaboration from other managers and senior staff across the investigative, resolution, and case management teams.

The PRC's investigative model is new to Alberta and distinct from other oversight bodies in Canada. There are limited external templates or established investigative frameworks specific to police oversight that the PRC can adopt directly. As such, many policies, procedures, and quality standards will need to be built from the ground up. While these are being developed, the manager must rely on professional judgment, prior experience, and strong investigative acumen to guide staff, interpret complex situations, and uphold investigative integrity.

Direct or indirect impacts of decisions:

The Manager of Investigations has direct impact on the PRC's overall process for addressing complaints against police in Alberta. Inadequate investigations can result in incomplete findings, inconsistent outcomes, and heightened legal and reputational risks for the PRC. Delays or missteps during investigations may lead to public criticism, undermine trust in oversight processes, and increase the likelihood of litigation.

This position is responsible for overseeing all formal investigations into police code of conduct complaints. The manager reviews and confirms the accuracy, completeness, and relevance of investigative work, including evidence, interviews, and the application of legislation and policy. They are responsible for validating the quality of detailed reports prepared by investigators, which directly inform decisions made by the Chief Executive Officer. The manager's oversight has a direct impact on whether allegations are substantiated, how accountability is pursued, and the overall fairness and integrity of the investigative process. Their ability to manage sensitive, high-stakes files, apply legal standards, and maintain procedural fairness supports the PRC's mandate and strengthens public confidence in independent police oversight.

The manager also plays a strategic role in identifying patterns or systemic issues that emerge from misconduct allegations. They advise senior leadership on complex or precedent-setting files and contribute to broader organizational learning by helping to refine investigative processes, enhance staff capability, and inform future policy development.

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

- Senior investigators and investigators - provide direction and receive information, coaching to support professional development, integrate team planning, and provide guidance on the investigative strategy.
- Director of investigations - provide updates, immediate supervisory direction and project assignment, planning and other operational supports.
- Managers in investigations and resolution - routes files, collaborates and shares information.
- Decision making committees - share information and recommend potential file direction.
- Legal services - consult on complex, high-risk, or potentially vexatious complaints; provides legal advice to support investigations and decisions.
- Other colleagues across the branch and PRC - share information, seek input, and leverage different subject matter expertise.
- Alberta Serious Incident Response Team (ASIRT) staff - collaborate to transfer files, share information, and leverage different subject matter expertise.

### External

- Legal counsel for complainants and subject officers - communicates as needed to clarify complaint details and next steps.
- Police Services, subject officers, complainants, and witnesses - to interview, share information, provide updates and conduct investigations.
- Indigenous and non-Indigenous community and other stakeholder organizations - to provide information about the PRC, and to seek advice and perspectives about the agency's services.
- Police associations - to provide updates and share information on the status of allegations where appropriate.

## Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Arts

2nd Major/Minor if applicable

Designation

If other, specify:

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

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

### Job-specific experience:

- In-depth knowledge and experience in investigative techniques, report writing and preparation of disclosure packages of investigative files.
- Experience in the principles of Major Case Management.
- Experience drafting information documents to request judicial authorizations such as production orders and search warrants.
- Experience providing testimony in court or at hearings.
- Experience in conducting interviews in an investigative setting.
- Experience with the proper handling and storage of sensitive documents or evidence.
- Experience leading investigative teams.

### Technical competencies, certification, and/or training:

- Extensive understanding of the Police Act, Police Service Regulations, Canada Evidence Act, and other relevant legislation, as well as policing policies and procedures.
- Proven track record of leadership in managing teams, coaching, and supporting professional development.
- Advanced business acumen and strategic thinking skills combined with the ability to solve highly complex interdisciplinary problems and resolve complex issues.
- Excellent presentation skills to tailor content to different audiences.
- Excellent verbal and written communication skills and application of different strategies to work with different audiences.
- Demonstrated critical thinking and planning skills, including ability to develop, synthesize, articulate, and

interpret information obtained from varied sources.

- Awareness of the political sensitivity of police issues to read and navigate sensitive situations.
- Creativity to foster innovation and guide staff through transformation and change.
- Ability to lead through influence and motivate action that reflects the needs and perspectives of the PRC and PRC Implementation Team.
- Professional judgment and decision-making skills along with conceptual and critical thinking skills to monitor and evaluate systems and processes and work toward continuous improvement.
- Experience collaborating with various stakeholders including law enforcement, legal services, and government.
- Knowledge of conflict resolution strategies and trauma-informed approaches, especially in handling sensitive complaints.
- Cultural competencies for working with Indigenous and diverse communities.
- Analytical skills to assess case outcomes, identify trends, and make data-driven decisions.
- 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.
- Class 5 driver's license and a clear driver's abstract - some travel in Alberta may be required.

### 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"/>	<b>Integrates broader context into planning:</b> <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>	The manager works in a dynamic environment. They are expected to think critically to solve complex problems, while following the evidence to ensure proper investigative strategies and outcomes are achieved and confidence in policing throughout Alberta is maintained.
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>Takes and delegates responsibility for outcomes:</b> <ul style="list-style-type: none"> <li>• Uses variety of resources to monitor own performance standards</li> <li>• Acknowledges even indirect responsibility</li> <li>• Commits to what is good for Albertans even if not immediately accepted</li> <li>• Reaches goals consistent with APS direction</li> </ul>	Leads and holds team accountable for completing investigations within established timelines and guiding investigative strategies to achieve results consistent with the mandate of the PRC.

Develop Networks	○ ○ ● ○ ○	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> <li>• Looks broadly to engage stakeholders</li> <li>• Open to perspectives towards long-term goals</li> <li>• Actively seeks input into change initiatives</li> <li>• Maintains stakeholder relationships</li> </ul>	<p>Build and maintain strong collaboration partnerships within PRC, GOA, police services, involved parties, to ensure mandate is met. Seeks to improve interaction approaches tailored to stakeholder perspectives and PRC priorities.</p>
Build Collaborative Environments	○ ○ ● ○ ○	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> <li>• Encourages broad thinking on projects, and works to eliminate barriers to progress</li> <li>• Facilitates communication and collaboration</li> <li>• Anticipates and reduces conflict at the outset</li> <li>• Credits others and gets talent recognized</li> <li>• Promotes collaboration and commitment</li> </ul>	<p>Fosters and encourages a working environment where staff are empowered to share ideas, provide feedback and take accountability for their work. This may include coaching staff to improve investigative skills, identifying gaps in knowledge, and working with others in the branch towards common goals.</p>
Agility	○ ○ ● ○ ○	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> <li>• Identifies alternative approaches and supports others to do the same</li> <li>• Proactively explains impact of changes</li> <li>• Anticipates and mitigates emotions of others</li> <li>• Anticipates obstacles and stays focused on goals</li> <li>• Makes decisions and takes action in uncertain situations and creates a backup plan</li> </ul>	<p>The manager adeptly navigates changes in procedural requirements or new legal standards, ensuring compliance while maintaining efficiency. They anticipate potential challenges such as poor investigative strategies, conflicting evidence or emotional responses from involved parties, guiding investigative staff on approaches to address these complexities.</p>

**Benchmarks**

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

Manager (M41Z2), ASIRT, Investigations Manager, Public Safety and Emergency Services