

Update

Ministry

Seniors, Community and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Team Lead/Senior Investigator (with Income Services Investigation Unit)

Current Class

Program Services 4

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Cost Centre

Program Code: (enter if required)

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)

Manager (Zone 2)

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2016-03-11

Responsibilities Added:

No responsibilities added, only clarification of previously listed responsibilities.
Original contained reference to position may carry investigation workload, with no details/information around the role's investigation responsibilities. Update done to include list of investigative steps associated with investigation workload.

Responsibilities Removed:

Reference to Program Delivery related activities removed.

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 (SCSS).

Reporting to the Investigation Manager of the ISIU and working in collaboration with the ISIU Management Team, the Team Lead/Senior Investigator manages and participates in the work of the investigative group.

The member carries a caseload and conducts investigations, including internal investigations. The position has an advanced level of knowledge of legislation, and investigative skill and experience for conducting investigations. The primary investigation focus is on complex, multifaceted, high priority investigations for SCSS, following applicable legislation and delegated sections of the Criminal Code.

The position is responsible for the direct supervision of team members conducting investigations for ISIU. This includes supervising and coordinating the work of members, utilizing good management and supervisory practices to develop and maintain an effective, focused and professional team. The position plays a significant role in establishing and maintaining a working environment that is conducive to employee satisfaction and productivity.

The position provides leadership for implementation of investigation goals and strategies and leads change by translating broad organizational strategy into meaningful functional actions and information for members of the investigation team.

The Team Lead/Senior Investigator consults and collaborates with representative stakeholders, both internally and externally to build relationships and improve information exchange.

Responsibilities

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

1. Investigation

The position investigates complex, multifaceted, high priority investigations, including internal investigations, in accordance with legislation, policy and procedures.

Activities:

- Complete investigations in a timely and thorough manner in accordance with department policy, procedures and operating guidelines.
- Conduct investigations by gathering, securing and preserving evidence to determine appropriate investigation outcome.
- Identify and obtain appropriate judicial authorizations.
- Review financial records and other documentary evidence.
- Document investigative actions, including documentary evidence supporting charges.
- Interview complainants and witnesses and take statements.
- Interview subjects of the investigation, according to the Canadian Charter of Rights and Freedoms.
- Prepare concluding reports, outlining investigative steps taken and the outcome.
- When charges are laid, prepare disclosure and refer the matter to Alberta Prosecutions.
- Execute subpoenas and summons.
- Assist witnesses prior to and during court to ensure the provision of reliable and credible testimony.
- Attend court as required and provide witness testimony on department program and policy.
- Provide witness testimony in quasi-judicial appeal panel hearing.

- Consult with the Investigation Manager and/or ISIU Director during investigation, when required.

2. Supervision

Supervise and coordinate the work of staff, utilizing good management and supervisory practices to develop and maintain an effective, focused and professional team. The position is responsible for the direct supervision of team members conducting investigations for ISIU.

Activities:

- Coordinate daily operations of the team to ensure adequate staffing is in place.
- Manage case volumes to ensure equitable case distribution amongst staff.
- Participate in the recruitment, orientation and training of team members.
- Encourage member participation in career path processes that benefit individual and organizational development.
- Model, foster and support personal and professional development of team members, including assessing training needs and developing individual training plans, to promote competency development.
- Review/approve leave and training requests.
- Manage employee performance agreements, including monitoring and providing feedback on employee performance.
- Consult with the Investigation Manager on performance issues that might require action.
- Support consistent application of legislation, policies, and procedures in the delivery of investigation services.
- Ensure adequate resources are available and accessible, to ensure investigations are completed and carried out in a timely manner.
- Meet with team members on a regular basis to review file progression.
- Review investigative actions, including investigation reports for quality, completeness and accuracy.
- Assist in the preparation of disclosure to ensure it meets standards and withstands judicial scrutiny as matters proceed through the court process.
- Provide mentorship on court procedures and practices.

3. Leadership

Contribute to the development and implementation of operational goals and strategies and the building of effective teams.

In concert with the Leadership Team:

- Support ongoing operations of the unit to achieve standards and business goals.
- Participate in Leadership meetings.
- Compile and discuss investigation related matters with the Leadership Team, including issues identified and problem-solving decisions.
- Participate in the development and implementation of ISIU standard operating procedures, to contribute to team performance and investigation standards.
- Translate broad organizational strategies into meaningful operational actions to be taken by members.

- Lead change when organizational priorities shift.
- Oversee the delivery of investigations according to strategic operational plans.
- Remain current and informed in investigative techniques, best practices, and issues to promote awareness of related information and discuss with leadership.
- Consult on investigative techniques and act as a general resource for other investigators.
- Support operational objectives, ensuring work flows in an efficient manner.
- Liaise and/or assist law enforcement agencies and Crown Prosecutors.
- Create a positive work environment by promoting health and wellness actions, attraction and retention strategies and employee recognition initiatives.
- Ensure timely dissemination of information to members.
- When requested, respond to Action Requests and review/edit responses to the information.
- Protect the privacy of individuals with whom the department may be involved by adhering to the Freedom of Information and Protection of Privacy Act.
- Ensure operational needs of office and team are met regarding equipment, resources, etc.

4. Community/Stakeholder Development

Participate in partnerships, as needs are identified, to increase and improve relationships with both internal and external stakeholders.

- Promote professional conduct, sensitivity and leadership when dealing with the public.
- Provide guidance and pre-consultations for Requests for Investigations, from the Benefit Programs.
- Maintain appropriate network of contacts.
- Develop and maintain positive stakeholder relationships with Justice and Solicitor General and the Provincial Crown Prosecutions office.
- Liaise with other government offices and law enforcement agencies, provincially and federally.
- Participate in case consultations on sensitive matters. Mediate to resolve contentious issues amongst Investigators, other SCSS staff, clients and members of the public.

Problem Solving

Typical problems solved:

The position must review and assess each investigation and determine the most viable approach, based on knowledge and experience. Due to the nature of investigations, interactions with suspects, witnesses, and benefit program clients can be challenging and sometimes adversarial. The ability to deescalate confrontational situations is a key attribute of the role.

The position plays a significant role in establishing and maintaining a work environment that is conducive to employee satisfaction and productivity. The role must balance assignment of work and manage team performance, to build an effective team.

The position is involved in change management practices and provides direction on the implementation of business unit goals and strategies.

Types of guidance available for problem solving:

The position works in collaboration with the Investigations Manager, and the ISIU Director within a matrix structure and has colleagues with the same classification/role. All positions are available to provide guidance and make investigative decisions.

ISIU records Standard Operating Procedures (SOP's) and Best Practices to ensure consistent application of processes/procedures.

Direct or indirect impacts of decisions:

The position must have an advanced level of knowledge of legislation, and investigative skill and experience for supervising a team of investigators (number varies), as it is authorized to make final investigative decisions.

Key Relationships

Major stakeholders and purpose of interactions:

To ensure good quality investigations are conducted and successfully concluded, the position may be required to contact the following stakeholders:

- Financial institutions.
- Educational institutions.
- Alberta Justice and Solicitor General.
- Provincial Crown Prosecutions
- Employers, trades and other organizations.
- SCSS staff and other Ministry staff.
- Alberta law enforcement agencies.
- Federal government - Service Canada, Canada Revenue Agency, Canada Border Services Agency.

Required Education, Experience and Technical Competencies

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

If other, specify:

Degree in Social Sciences, Humanities, Law, or a related field and progressively related work experience.

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

Requirements of Position:

- Commissioner of Oaths as required, in order to take affidavits, affirmations, declarations, and commission court related documents.
- Alberta Peace Officer Appointment.

Knowledge:

- Extensive knowledge and experience with relevant legislation and policies for:
 - Income Employment Supports Act and Regulations,
 - Assured Income for the Severely Handicap Act and Regulations,
 - Persons with Developmental Disabilities,
 - Family Support for Children with Disabilities,
 - Emergency Management Act,
 - FOIP,
 - Canadian Charter of Rights,

- Alberta Peace Officer Act,
- Criminal Code of Canada,
- Canada Evidence Act,
- Alberta Evidence Act,
- Provincial Offences Procedures Act,
- Code of Conduct and Ethics for the Alberta Public Service.
- Understanding and application of theoretical knowledge pertaining to leadership, supervision, team building, goal setting, and performance management.
- Detailed computer system experience, including Microsoft applications, records management and open source/internet capabilities.
- Knowledge on processes and proceedings governing chain of custody of legal evidence.

Skills & Abilities:

- Strong written and verbal communication skills.
- Strong organization and time management skills.
- Effective conflict resolution, problem solving and decision-making skills.
- Extensive knowledge of investigation techniques, including interviewing skills.
- Proven leadership and employee relations skills.
- Ability to manage and lead change to accomplish operational goals.
- Ability to respond to priorities under short timelines and contribute to leadership team goals.
- Effective self-management skills to be able to manage individual and team performance, learning challenges and evolving quality assurance priorities.
- Demonstrate Alberta Public Service Values - Respect, Accountability, Integrity and Excellence.

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	☐	☐	☒	☐	☐	Engages the community and resources at hand to address issues: • 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	

Benchmarks

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

Benchmark Position is 024PS57 (Fraud Investigator Supervisor, Human Services)

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Date yyyy-mm-dd

Employee Signature

Date yyyy-mm-dd

Supervisor / Manager Signature

Date yyyy-mm-dd

Director / Executive Director Signature