

New

Ministry

Education

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Manager, Investigations

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 Education (Reforming Teacher Profession Discipline) Amendment Act creates the Alberta Teaching Profession Commission and appoints an arm's length commissioner to oversee teacher and teacher leader conduct and competency complaints for the profession. This process applies equally to all teacher and teacher leaders under the *Education Act*.

The Commission oversees a new model for teacher and teacher leader professionalism and disciplinary matters that will bring Alberta in line with best practices used in comparable provinces and other regulated professions. The Commission will further protect students and enhance accountability and transparency for disciplinary matters.

Reporting to the Director, Investigations, the Manager Investigations is accountable for:

- Leading and supervising investigations in alignment with principles of natural justice and administrative fairness
- Ensuring departmental goals are met
- Building investigator's competencies and fostering excellence through staff development

Investigative services are based on principles and strategic objectives that impact the effective implementation of the Education Act and relevant regulations. The Commissioner, Directors, and legal

counsel provide interpretation of legislation, and direction regarding processes, procedures, and responsibilities. This position employs effective and efficient investigative skills to support the work of the Director and the Commissioner.

Responsibilities

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

Reporting to the Director, Investigations, this role provides direct guidance, leadership, and expert advice to a team of Investigators. This position directly supervises a team of 7 Investigators.

The Manager, Investigations is a critical role in ensuring complaints of alleged unprofessional conduct and professional incompetence filed against Alberta certificated teachers and teacher leaders are thoroughly investigated to ensure the Commissioner's interests are appropriately considered and represented. The incumbent achieves this through oversight of a large caseload, review of investigation plans and interview plans, analysis of investigation reports and providing ongoing feedback to investigators ensuring legislative, legal and procedural compliance is achieved in each investigation. The Commissioner for the Alberta Teaching Profession Commission is the decision maker on all files.

The Manager, Investigation is required to demonstrate a high degree of discretion, neutrality, confidentiality and political acumen. The incumbent consistently interacts with investigators, administrative staff and senior leadership of the Commission, and routinely communicates with certificated teachers and teacher leaders, complainants and representatives from the Alberta Teachers' Association.

The Manager, Investigations is required to provide expert advice in investigation techniques, policies and procedures and report writing. The incumbent will be required to manage the Investigation Team's performance assessments and ensure Key Performance Indicators (KPI) are achieved. The Manager is required to act in the Director's, Investigations absence.

The incumbent will proactively identify relevant patterns and trends, and present initiatives and/or recommendations to the Director, Investigations. The Manager, Investigations will contribute in quarterly and annual reports.

Problem Solving

Typical problems solved:

- Problem solving in relation to challenging, complex and nuanced issues that may have significant impacts on teacher/teacher leaders, students, and members of the public
- Analyzing complex issues related to nuanced complaints of unprofessional conduct and or professional incompetence
- Independently provide expert advice regarding investigative strategies and ensuring principles of administrative fairness are upheld
- Identifies and communicates investigation framework improvements to the Director, Investigations, including any Branch initiatives which would result in more innovative, efficient and effective service delivery while ensuring investigative standards are met.
- Addressing, managing and resolving HR related issues in an unionized environment

-Elevating issues to the Director, Investigations when deemed necessary

Types of guidance available for problem solving:

- Education Act
- Professional Conduct and Competency for Teachers and Teacher Leaders Regulation
- Code of Professional conduct fro Teachers and Teacher Leaders
- Standard Operating Procedures
- Director, Investigations

Direct or indirect impacts of decisions:

- thoroughness and outcome of an investigation have a direct impact on the teacher/teacher leader under investigation; the complainant, involved witnesses, and involved students
- the outcome of an investigation may have indirect impact on members of the public (inlcuding student, parents, school/school boards)
- the outcome of an investigation is a reflection of the Commissioner of the ATPC

Key Relationships

Major stakeholders and purpose of interactions:

- Directly supervises a team of full time investigators
- Regular interaction with representative from the Alberta Teachers' Association
- Representative of the Commissioner
- Contact with teacher/teacher leaders and complainants when required

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Other

2nd Major/Minor if applicable

Education

Designation

If other, specify:

University degree in a related field or equivalent experience (1 year experience for 1 year of education)

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

- University degree in a related field (Education, Social Sciences, Public Administration, Legal Studies) or equivalent experience of 1 to 1 (1 year of experience for 1 year of Education).
- Minimum four years of experience in investigations and 1 year of management/supervisory experience
- Experience conducting investigations in a regulatory environment
- Experience managing staff in an unionized environment
- Experience with administrative fairness principles

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		
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Identifies and manages required change and the associated risks: <ul style="list-style-type: none">• Identifies alternative approaches and supports others to do the same• Proactively explains impact of changes• Anticipates and mitigates emotions of others• Anticipates obstacles and stays focused on goals• Makes decisions and takes action in uncertain	As a new Commission, the Manager is required to demonstrate their ability to be flexible and at times think outside of the box, when considering nuanced/complex issues. Investigations involving complaints of unprofessional conduct and professional incompetence requires a manager who demonstrates the ability to consider all impacts of

		situations and creates a backup plan	the outcome of the file and provide expert advice based on their background and grounded in legislation
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<p>The manager is responsible for guiding the investigation team; this includes a detailed awareness of the status of each investigation, next steps of the investigation, any potential risks and completion dates.</p> <p>The manager is responsible for ensuring investigations are completed in a thorough, timely and unbiased manner.</p>
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 for the organization 	<p>Proactively identifies any potential issues within an investigation and independently takes steps to resolve it.</p> <p>Takes the initiative to identify HR issues and operates with an understanding of the Collective Bargaining Agreement</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 learning environment • Works with individuals to develop personal development plans 	<p>Ensures Investigators have the necessary tools for success and in the absence of, proactively identifies what is needed</p> <p>Proactively develops and shares best practices among the investigators</p> <p>Takes the initiative to maintain an understanding of evolving investigation techniques</p>