

Working Title Manager, Workplace Conduct Investigations		Name Vacant	
Position Number	Reports to Position No., Class & Level (SM2)	Division, Branch/Unit LRPP, LR and OHS, Workplace Conduct Investigations Unit	Ministry Public Service Commission
Present Class Manager 2		Requested Class Manager 2	Levels to Deputy Minister (Not including incumbent level) 4
Dept ID	Program Code	Project Code (if applicable)	

POSITION SUMMARY: Briefly describe the main purpose of the position, and why it exists for the most part (See Management Job Description Writing Guide [Page 7](#)).

The Workplace Conduct Investigations Unit is responsible for overseeing, managing and conducting employer investigations on a range of matters including complaints connected to the Government of Alberta (GoA) Respectful Workplace policy, employee misconduct, breach of code of conduct, security breaches, off duty conduct and other potentially problematic issues that require the employer to investigate an employee(s) alleged actions.

This position is responsible for leading a team of workplace conduct investigators in planning and conducting complex employee investigations on a range of matters including complaints connected to the Government of Alberta (GoA) Respectful Workplace policy, employee misconduct, breach of code of conduct, and others. Investigations include determining the validity of a complaint, completing interviews with multiple related parties, reviewing and assessing collected information, and preparing and presenting reports with findings and observations. Reports completed by investigators are submitted to this position for review and approval. The Manager provides guidance, leadership, direction and advice to workplace conduct investigators to ensure appropriate process is followed in a fair, transparent, objective, timely and defensible manner and that all investigative actions comply with existing legislation and policy.

The manager plays a key role in the development and implementation of workplace conduct investigation policies and processes for the Government of Alberta. As a member of the leadership team, this position collaborates with key stakeholders (i.e. Client Service Delivery) to ensure service levels are appropriate and compliant with GoA Policies and the Collective Agreement between the GoA and AUPE.

SPECIFIC ACCOUNTABILITIES: List the most important end results or outcomes of the position and how they are achieved. Each end result shows what the position is accountable for, within what framework and what the added value is. Normally a position has 4-8 core end results. For each end result approximately 3-6 activities should be described (See Writing Guide [Page 8](#)).

1. Ensure the effective and efficient delivery of Workplace Conduct Investigation Services through the activities of Workplace Conduct Investigators:
 - Support and lead the recruitment of Workplace Conduct Investigators.
 - Develops and Implements the orientation and training program for Workplace Conduct Investigators.
 - Assesses staff learning and development requirements and ensure L&D plans are completed and monitored.
 - Leads regular team meetings to discuss and resolve issues, ensure consistency in policy/practice interpretation and information exchange.
 - Monitors workload and reassigns staff when necessary, ensures appropriate cover-off, addresses performance concerns and assesses and provides feedback and completes performance evaluations.
 - Establishes and maintains effective communication strategies within the Workplace Conduct Investigations Unit and the LR and OHS Branch

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2. Provide leadership, guidance and direction on investigation files:

- Ensure Investigation processes continue to meet the needs of Client Service Delivery and Government Departments and are executed in a manner compliant with the RWP and Collective Agreement.
- Coach and educate staff to mitigate issues and concerns related to the investigation process.
- Monitor, review and approve investigation activities and reports.
- Address complex and sensitive issues related to investigation activities.
- Contract Management for external investigation services and vendors
- Provides coaching on the application of key human resource or labour relations concepts that impact the defensibility of investigation processes and reports.

3. Lead the development of effective and consistent Workplace Conduct Investigation processes, policies and practices:

- Work collaboratively with other Branch/Divisions in the identification of problems and creation of solutions associated with Workplace Conduct Investigation policy and procedures.
- Interacts with other agencies, Ministries and Branch/Divisions, in matters associated with public complaints and/or criminal investigation of GoA employees.
- Lead the reporting and briefing activities for senior leaders in the Department

4. Contribute to the Ministry/Division/Branch planning activities:

- Assist the Executive Director and Director of Workplace Conduct Investigations with the development, planning and implementation of the Business Plan.

KNOWLEDGE/EXPERIENCE: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, specialized techniques, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 9-10](#)).

- Bachelor's degree with several years experience in the field of Human Resources and workplace conduct investigations or equivalent combination of education and experience.
- Experience managing and supervising professional level employees.
- Thorough understanding of related legislation and policies
- Leadership skills including collaborative techniques, recognition, planning, coaching and mentoring, development of staff and team building.
- Experience leading, managing and implementing change.
- Experience resolving complex and contentious issues
- Ability to deal with all levels within an organization
- Strong verbal and written communication skills
- Project management, facilitation and relationship building skills
- Strong research and analytical skills

LEADERSHIP AND BUSINESS KNOW-HOW: Specify the level of integration, organization and leadership skills required to produce the results expected of the position. Provide recent examples (See Writing Guide [Pages 10-11](#)).

Leadership and direction is provided to a team of Workplace Conduct Investigators to interpret Corporate HR policies (i.e. Respectful Workplace Policy, Code of Conduct etc.). Working with individuals from varying departments and levels requires an understanding of organizational structures, cultures, policies and protocols to ensure investigations are comprehensive and appropriate in scope and findings.

LEADERSHIP AND BUSINESS KNOW-HOW: Specify the level of integration, organization and leadership skills required to produce the results expected of the position. Provide recent examples (See Writing Guide [Pages 10-11](#)).

The Manager will assign investigative resources according to file priority based on triage score and assessment and will continually monitor the status of investigations. If new priorities or issues emerge, the Manager will assess the capacity of the Unit and adjust file assignments to meet the needs of clients and Unit stakeholders.

The Manager leads analysis activities: Based on an evaluation of data obtained from stakeholders, through complaints and resulting from investigations, the Manager will identify trends and issues that impact at the stakeholder and the Ministry levels. This could allow stakeholders to alter their service delivery to meet emerging issues and the Investigations unit to appropriately plan for future needs and demands.

Leadership skills are also required to ensure stakeholder engagement occurs when implementing new processes and procedures related to investigation activities. This position provides for the resolution of issues of sensitive nature and recommendations to Department leaders.

PROBLEM SOLVING: Describe difficult or challenging situations the position is typically expected to solve; the degree of originality of the solutions; and the assistance available (See Writing Guide [Pages 11-12](#)).

Changing demographics, diverse operations and a widely diversified workforce, new and evolving competency requirements, strongly held employee beliefs and values all contribute to the complexity of the work in environment. Professional judgment, discretion, and tact to deal with sensitive issues and ensure privacy is carefully balanced with the need for comprehensive and transparent investigation processes.

RELATIONSHIPS/CONTACTS: Identify internal and/or external clients, partners and stakeholders with whom your position communicates and indicate the frequency, purpose and nature of the contact (i.e. how they are affected by recommendations, decision-making and action(s) taken) (See Writing Guide [Pages 12-13](#)).

Clients	Frequency	Nature and Purpose of Contact
Internal		
Branch Leadership (Director, Investigations & ED, LRPP)	Daily	The manager reports to the Director. The contact includes providing regular updates on ongoing investigations, identifying any challenges or trends that may require senior executive intervention, and identifying and personnel or budgetary issues. The manager will work collaboratively with the Director to set direction for the Unit and balance workloads between Workplace Conduct Investigators and Senior Workplace Conduct Investigators (who report to the Director).
Client Service Delivery	Regular Contact	Liaison concerning specific files, triage decisions, investigations subject matter expertise support, investigative results and identified trends.
Department Staff	As required	Investigation interviews and communications of findings
Department Leadership	As required	Liaison concerning specific files, investigative results and identified trends.
Labour and Employment Law	As required	Liaison and consultation when related to investigations that have criminal or legal implications.
External		

RELATIONSHIPS/CONTACTS: Identify internal and/or external clients, partners and stakeholders with whom your position communicates and indicate the frequency, purpose and nature of the contact (i.e. how they are affected by recommendations, decision-making and action(s) taken) (See Writing Guide [Pages 12-13](#)).

Clients	Frequency	Nature and Purpose of Contact
Law Enforcement	As required	Liaison concerning specific files and, where warranted, exchange of relevant information.
General Public	As required	Investigation interviews
AUPE	As required	Contact regarding specific files and investigation processes

IMPACT AND MAGNITUDE OF JOB (SCOPE): Identify how the position directly affects results, and the extent to which stakeholders are affected by those results. Provide recent examples (See Writing Guide [Pages 13-14](#)).

- The leadership and oversight provided by this position impacts and influences the implementation and management of respect in the workplace and other workplace conduct related matters. Timely investigations ensure worksite are able to properly manage their human resources resulting in the achievement of department priorities.
- The work of the Workplace Compliance Investigation Unit has the potential for significant legal, political and public perception risks if not managed appropriately.
- By applying foresight and strategic vision to the role, the Manager will identify investigational and systemic issues in advance and will effectively communicate emerging issues to senior leaders in the Public Service Commission. This position, therefore, has a significant role to play in the Ministry’s capacity to achieve services and long-term goals as articulated in the GoA Strategic Business Plan.

CHANGES SINCE LAST REVIEW: Identify significant changes, that have impacted the major responsibilities and accountabilities assigned to your position since the last review (See Writing Guide [Page 14](#)).

Change is reporting structure which has HR Workplace Conduct Investigators (5 positions) reporting the t6he Manager andHR3 Senior Workplace Conduct Investigators reporting to Director.

Unit name change to Workplace Conduct Investigations Unit.

COMPARABLE POSITIONS: List comparable GOA benchmarks (See Writing Guide [Pages 14-15](#)).

ORGANIZATION CHART: A current organization chart that includes supervisor, peers and staff MUST be attached. Include whether employee is permanent, wage, temporary or contract and indicate position numbers (See Writing Guide [Page 15](#)).

Signatures

The signatures below indicate that the manager (incumbent) and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (See Writing Guide [Page 15](#)).