

**NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title Investigator		Name	
Position Number	Reports to Position No., Class & Level Investigation Supervisor	Ministry	
Present Class PS3		Requested Class PS3	
Dept ID	Program Code	Project Code (if applicable)	

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.

Reporting to the Investigation Supervisor, this position investigates all allegations of reported wrongdoing and fraud against or the abuse of the various Ministry of Human Services social benefit programs, including the Assured Income for the Severely Handicapped (AISH), Income Support (IS), Family Supports for Children with Disabilities and Child Care Subsidy programs, Learner and any other Human Services program or area as needed, to ensure compliance with government policies on social assistance programs under the applicable Government Acts and Regulations, policies, the Criminal Code of Canada, the Canada Evidence Act, Provincial Offences Procedure Act and the Canadian Charter of Rights and Freedoms. In addition, investigations of emergency benefit programs are conducted under the Emergency Management Act.

As a member of the provincial investigation team, the position promotes client accountability and appropriate use of public funds to meet clients benefit need/entitlements, while maintaining public confidence in the integrity of social programs administered by the Ministry.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described.

1. **Conducts complex, multifaceted, politically sensitive and high priority investigations in accordance with legislation, policy and procedures within the authority and scope set out in the Peace Officer Appointment.**
 - conduct timely investigations on all accepted allegations of program abuse and fraud.
 - examine client files under AISH, IS, Learner, Daycare Subsidy and any other programs that fall under Human Services Ministry.
 - obtain and review evidence to determine further courses of action.
 - accurately document the progression of the investigation on investigation file.
 - identify overpayments that can be entered on the Recovery System.
 - utilize the Gemini RCC Safety link application in accordance with the Work Alone Safety guide and when conducting field work, such as residential visits and surveillance activities.
 - visit locations in the community to gather evidence and verify information, which could include residential addresses, employers or other community stakeholders.
 - write concluding reports and identify areas of concern regarding policy and/or regulations for managerial review or compile preventative measures.
 - Inform clients about their rights and responsibilities according to the Acts, Regulations, and program policy.

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- 2. Facilitates regulatory action and criminal charges in accordance with legislation, policy and procedures to provide professional and accurate information to the court.**
 - discuss with Supervisor the decision to proceed with a criminal charge based on pertinent evidence and information related to the charge.
 - prepare to obtain documentary evidence required to support a criminal charge (i.e. pay stubs, rent reports, witness statements, Judicial Orders).
 - interview suspects or witnesses and secure documentary evidence (according to the Canadian Charter of Rights and Freedoms, Canada Evidence Act and FOIP).
 - prepare, obtain and execute Judicial Orders (i.e. Production Orders) on various institutions to facilitate the legal procurement of evidence (prepared by Alberta Peace Officers).
 - prepare, obtain and execute subpoenas and summons to compel suspects/witnesses and ensure attendance in Court (prepared by Alberta Peace Officers).
 - prepare court brief and after approval by Supervisor swear information and provide the brief to Alberta Justice and Solicitor General for prosecution.
 - provide expert witness testimony in court on Departmental programs, and evidence gathered.
 - enter evidence before the courts with respect to the Program office files describing deprivation and continuity of evidence.
 - meet with witnesses to prepare them on court proceedings and expectations prior to and during court to facilitate reliable and credible testimony.
- 3. Participates in partnerships with internal and external agencies to increase awareness of Departmental legislation and improve relationships with external enforcement agencies.**

Activities:

 - provides evidence and participates in quasi-judicial citizen appeal panel hearings and available for consultation when requested by front line staff to support and defend investigation findings.
 - provides background information for high profile cases of media interest to support Supervisor/Management by completing Court Activity Summary and/or briefing note information.
 - liaise with Crown Prosecutor to provide Departmental perspective on individual investigation matters.
 - provide input and investigation expertise into Departmental policies and form redesign.
 - liaise with other government offices and law enforcement agencies provincially and federally on individual investigation matters.
 - participate in various meetings, groups and forums pertaining to investigation industry (i.e. Certified Fraud Examiners (CFE), Alberta Justice and Solicitor General College).
 - Develop and maintain stakeholder contacts.
- 4. Provides training, coaching, mentoring, and learning opportunities to new investigator staff and act as technical resource for Program staff.**

Activities:

 - mentor new investigators and investigation placement students by sharing knowledge and expertise.
 - provide an educational work environment for job shadowing.
 - familiarize program staff with court procedures and practices in instances where they may attend court.
 - provide training for program staff (e.g. investigation unit PowerPoint presentations at local District Offices).
 - consults when appropriate with program staff acting as a technical resource.
 - identify policy inconsistencies and communicate with Investigation Supervisor through preventative action details on concluding reports and court concluding report.
- 5. Participates in Investigation unit team to meet operational plan objectives.**

Activities:

 - work with other investigators, agencies and ministry colleagues to resolve issues related to highly sensitive investigations and court cases.

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- adheres to unit's Standard Operating Procedures (SOPs).
- builds cooperative working relationships with program sites in the regions.
- adheres to the Public Service Code of Ethics and the Peace Officer Code of Conduct.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts.

The jurisdiction of the investigation and available enforcement remedies are set by the: Assured Income for the Severely Handicapped Act, Income and Employment Supports Act, The Emergency Management Act, Criminal Code of Canada, Canada Evidence Act, Alberta Evidence Act, Identification of Criminals Act, Canadian Charter of Rights and Freedoms.

The investigator needs to have the ability to employ various strategies, investigation techniques and use tact, good judgment and flexibility to complete an investigation.

Investigators work on multiple provincial data bases to gather information on client circumstances to conduct the investigation. Ability to work on multiple external software platforms is required. (A highly developed set of communication and interviewing skills are essential to gather information from internal/external stakeholders as well as the public).

The complex diversity of disabilities among the client population impacts the challenges in providing support and education when advising clients of their rights and responsibilities, whether it be their Charter of Rights and/or their program benefit responsibilities.

This position will operate within a team of investigators, but will have the autonomy to act independently. Standard Operating Procedures, ministry policies and Peace Officer Authorities set operating guidelines for investigations and file work.

Information obtained during an investigation may identify opportunities for administrative practice improvements at the delivery site level. This information is communicated to area managers through preventative actions and may lead to operational policy process improvements. Observations made during the course of the investigation promote the Department objective of preventing and reducing program misuse and abuse.

Impacts the several Human Services Divisions in promoting accountability and in the administration of various Acts, Regulations and policies; in addition to supporting accountability in the stewardship of public funds. Covers a variety of Human Services programs including Assured Income for the Severely Handicapped (AISH), Income Support (IS), Persons with Developmental Disabilities (PDD), Family Supports for Children with Disabilities, Child Care Subsidy programs, and any other Human Services program areas.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position.

Requirements:

- Completion of a recognized, related degree or diploma in Criminal Justice or Law Enforcement, or equivalency combined with directly related experience.
- Certified Fraud Examiner credential is desirable.
- Commissioner of Oaths as required in order to take affidavits, affirmations, declarations and commissioning service of court documents.

Knowledge:

- Extensive knowledge and experience with the Criminal Code of Canada, the Canada Evidence Act, Identification

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of Criminals Act, Canadian Charter of Rights and Freedoms, Alberta Peace Officer Act, the Criminal Justice system, the Alberta Evidence Act; Interpretations Act and the Code of Conduct and Ethics for the Public Service of Alberta.

- Comprehensive understanding of relevant program legislation and its application.
- An understanding of mental illness and disability issues is preferred but is not required.
- Human relation expertise (interviewing suspects/witnesses), with an understanding of human behaviour focused on obtaining appropriate evidence.
- Knowledge of investigative and audit/sampling/data gathering and evaluation techniques.

Skills and Abilities:

- Case management and time management skills.
- Decision making ability based on sound judgement and fairness.
- Effective communication skills both written and verbal.
- Must possess a valid Alberta operators license and a reliable vehicle as travel is required.
- A working knowledge of computers is essential, as Investigator will be using internal Government databases and performing searches on outside programs such as Motor Vehicles Registry, Vital Statistics, Equifax and Justice Online Information Network (JOIN).
- Ability to use Microsoft Office applications - primarily Outlook, Word, Excel and PowerPoint.
- Successful incumbent must obtain the Peace Officer designation within a 12 month period to remain employed thereafter, must maintain the designation in accordance with the Peace Officer Act.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication.

Federal, Provincial and Municipal policing agencies personnel for information on investigation matters.

Municipal, Provincial and Federal policing or regulatory agencies to ascertain whether other investigations are ongoing on the same individuals (i.e. Capital Region Housing, Edmonton Police Service, Calgary Police Service and RCMP).

Federal government departments to acquire financial, immigration and residential information, e.g., Canada Pension Plan, Canada Border Services Agency (CBSA).

Provincial government departmental personnel in Justice, Alberta Health, Persons with Development Disabilities (PDD), Office of the Public Trustee (OPT), Office of the Public Guardian (OPG); to acquire information needed in the course of the investigation.

Other provincial government departments who administer financial supports to verify financial, citizenship details, other provincial policy agencies.

Financial Institution personnel (Banks, Credit Union, Money Mart).

Other staff in Human Services Ministry.

International agencies – U.S. Immigration, various U.S. Human Services Program, etc.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised.

None.