

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Restorative Action Program Coordinator (RAPC)

Current Class

Requested Class

Program Services 3

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

PSES

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Police Review Commission

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Deanna Frey

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

The PRC will be responsible for overseeing the police complaints process for Alberta police services and will be at the forefront of leading and supporting police services through a significant change in process and philosophy.

The Case Management and Resolution Branch is responsible for receiving complaints, concerns and compliments about police officers, verifying complaints, identifying allegations, assigning files to the appropriate unit and preparing final reports and dispositions. It is anticipated the PRC will receive approximately 5,000 public contacts, which will include complaints, compliments, and general concerns. This branch uses trauma-informed practices and deescalation strategies when dealing with complainants

and seeks to resolve complaints collaboratively. Additionally, the branch monitors case workflows, tracks timelines, ensures accurate documentation and prepares detailed reports to evaluate trends and outcomes on files.

Reporting to the Director of Resolution, the Restorative Action Program Coordinator (RAPC) is responsible for administering, improving, and providing structure to the PRC's Community Service and Charitable Donation Programs. These programs provide an alternative administrative outcome for police officers involved in misconduct, allowing for restorative, community-focused remedies.

This role is responsible for establishing and maintaining partnerships with local non-profit organizations across Alberta, expanding the range of placement and donation options that are aligned in making reparations with the Officer misconduct. The coordinator is responsible for managing referrals, completing intakes, assessing eligibility to the program, coordinating placements/donations, monitoring Officer/agency relationships, and managing potential issues. The coordinator monitors Officer progress and ensures that placements align with the mandate of the PRC, and expectations of the complainant, local community, police services, police associations, and police commissions.

This position is responsible to expand awareness and understanding of the Community Service and Charitable Donation Programs by developing and delivering informational material to a wide variety of stakeholders and Albertans. The RAPC acts as the primary liaison between clients, agencies, and stakeholders, resolving any placement concerns and fostering positive working relationships. The coordinator also monitors overall compliance for both the client and agency, collects data, and provides management with regular reports on client progress, program effectiveness, and emerging trends.

Responsibilities

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

Program Administration and Compliance - the PRC's mandate is advanced through the consistent application of alternative resolution options.

Oversees daily operations of the Community Service and Charitable Donation Programs, ensuring objective, consistent and timely delivery.

Develops and implement internal processes, forms, and documentation to support consistent program delivery.

Ensures compliance with the Police Act, Police Conduct and Oversight Regulation, PRC policies, and applicable legislation (e.g. Protection of Privacy Act).

Maintains accurate records and produce detailed reports on program participation, outcomes, and emerging trends to support evidence-based decision-making.

Initiates and completes continuous program improvement projects in program design and delivery.

Case Management - the PRC promotes excellence in service delivery by providing a fair, transparent, and trauma-informed approach in all interactions with complainants and subject officers, stakeholders and Indigenous partners

Coordinates officer participation in community service or charitable donation outcomes following program referral.

Assesses suitability of placements or donation options based on officer conduct, community impact, and restorative goals.

Explains program expectations, timelines, and consequences of non-compliance to participating officers.

Delivers timely, clear, and professional communication to involved parties, ensuring transparency and responsiveness.

Uses trauma-informed, culturally responsive, and deescalation techniques to support parties through the

process with empathy and respect.

Adjusts communication styles and approaches based on the needs of diverse populations, including those from Indigenous and marginalized communities or those with accessibility considerations.

Identifies and addresses barriers that may prevent complainants from fully participating in the process, offering accommodation, as necessary.

Engages with complainants to support their understanding of program objectives.

Tracks progress, verify completed hours or donations, and report compliance status to PRC leadership.

Ensures personal information is handled in accordance with privacy legislation and PRC standards.

Upholds the highest standards of confidentiality, ethics, and professionalism when managing sensitive information.

Builds and maintains public trust in the PRC by demonstrating integrity, respect, and procedural fairness in all interactions.

Engages with Senior/Resolution Specialists and Senior/Investigators when there are multiple paths to address a complaint.

Escalates complex service issues to the Resolution management team when required.

Community Partnerships and Relationship Building - the Police Review Commission's priorities and mandate are advanced through strong relations with diverse community partners, community members and organizations.

Identify, vet, and maintain a list of approved community organizations and charitable causes.

Engage with non-profit organizations to secure their support and participation in the program, fostering collaborative and culturally responsive partnerships.

Conduct site visits and outreach to build trust and ensure alignment with PRC values.

Address concerns from partner organizations and maintain open communication to support program sustainability.

Ensure organizations understand supervision, safety, and reporting expectations.

Integrate perspectives from multiple parties (eg. police services and associations) with differing mandates into decisions.

Training, Outreach, and Education - the PRC's mandate is advanced when internal and external knowledge and expectations are aligned.

Develop and deliver training materials for PRC staff and partner organizations.

Promote awareness of the program through public education, stakeholder engagement, and outreach events, in coordination and alignment with PRC's public communication processes and standards.

Liaise with internal teams to ensure alignment with broader PRC resolution strategies.

Monitor stakeholder feedback and adjust program delivery to reflect community needs and expectations.

Leadership – the PRC's mandate is advanced through leadership at all levels of the PRC.

Exercises appropriate judgement within the framework of established protocols.

Promotes the principles of equity, diversity and inclusion, and integrates those principles into analysis, project management, and other activities.

Provides appropriate maintenance and security of records, including appropriate disposition of transitory information.

Fosters a collaborative and supportive team environment that promotes knowledge sharing and best practices.

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 RAPC contributes to resolution of complaints by identifying appropriate administrative outcomes and supporting the subject officer through the process. They work with subject officers, complainants, police services and associations in a collaborative manner. Once referred to the program, the RAPC guides the process from start to finish, applying alternative dispute resolution techniques, trauma-informed practices, and culturally sensitive approaches to support meaningful outcomes.

The position requires a high level of judgment, diplomacy, and emotional intelligence, given the sensitive nature of the cases. They support efforts to resolve conflict early in the complaint process, minimizing the need for investigations while upholding fairness and accountability for all parties involved.

Types of guidance available for problem solving:

The position works within a variety of acts, regulations, standards, rules and policies related to policing, police complaints in Alberta and other related topics.

Guidance is available from the Resolution management team, who provide oversight and support in complex cases and operational decisions. Advice and support are also available from Senior/Resolution Specialists. Collaboration with PRC's Case Management and Investigations staff provides critical guidance for addressing specific client or operational issues.

Direct or indirect impacts of decisions:

The RAPC plays a critical role in reinforcing public confidence in police accountability by delivering restorative outcomes that are fair, transparent, and culturally sensitive. Failure to manage timelines or compliance may undermine trust in the PRC's oversight process and increase reputational risk. Effective program administration strengthens community relationships, supports officer accountability, and contributes to the PRC's mandate of accessible and responsive oversight.

Early resolution of complaints is one of the most effective ways to reduce overall complaint timelines. Timely resolution not only prevents unnecessary escalation but also reinforces public trust in the PRC's ability to provide accessible and responsive oversight. Prolonged timelines can damage public confidence and raise questions about fairness, transparency, and accountability.

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

- *Resolution Management team* - provides updates, recommendations, advice on resolution strategies, processes and other operational supports. Manager provides guidance, support, supervision and direction.
- *Senior/Resolution Specialists* - collaborate to share information, processes and leverage each other's expertise.
- *Resolution Coordinator* - collaborate to share information, processes and leverage each other's expertise.
- *Case management team* - routes files, collaborates and shares information to handle complaints.
- *Investigation team* - routes files, collaborates and shares information to handle complaints.
- *Decision making committees* - collaborates with staff to share information and discuss potential file direction.
- *Colleagues across the branch and PRC* - share information, seek input, and leverage different subject matter expertise.

External

- *Subject Officers* - gathers their perspective, provides information about the resolution process as it relates to community service and donations, timelines, and next steps, and facilitates their participation in resolution efforts.
- *Complainants* - provides information about the PRC process, timelines, and next steps, and gathers relevant personal details and other necessary information to support the resolution of the complaint.
- *Municipal and First Nations police services and organizations* - seek and share case information, and to route and monitor conclusion of level 4 or level 5 complaints.
- *Non-Profit and Community Organizations* - engage to secure their support and participation, address concerns, and ensure that partner organizations are compliant with established PRC standards.
- *Police Associations* - as the unions representing subject officers, engage associations to garner support and work through concerns, ensuring community service placements and donations are fair, safe, consistent, protect the officer's well-being and reputation, and avoid situations that could create further risk or harm.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Arts	Public Administration	

If other, specify:

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

University degree in a related field (Criminology, Law and Society, Police Studies, Sociology, Public Administration, etc.), supplemented by two years related experience.

Equivalency - Directly related education or experience considered on the basis of:

- 1 year of education for 1 year of experience; or
- 1 year of experience for 1 year of education.

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

Job-specific experience:

- Experience with conflict resolution strategies and trauma-informed approaches to ensure a fair and supportive complaint resolution process.
- Experience with front line service delivery dealing with sensitive issues.
- Experience building relationships and coordinating with community partners.
- Previous experience working with vulnerable populations will be considered an asset.
- Previous experience working with law enforcement agencies will be considered an asset.

Technical competencies, certification, and/or training:

- Ability to manage sensitive information and navigate complex cases with professionalism and impartiality.
- Experience interpreting and applying policies and procedures within a resolution framework, ensuring compliance with established guidelines.
- Working understanding of trauma-informed, culturally competent, and equity-based practices in conflict resolution.
- Experience in program coordination, stakeholder engagement, or community development.
- Excellent communication, conflict resolution, and relationship-building skills.
- Familiarity with Alberta’s policing legislation and public sector operations is an asset.
- Proficient in Microsoft Office and case management systems; ability to produce accurate reports and maintain detailed records.
- Cultural competencies for working with Indigenous and diverse communities.
- Ability to work collaboratively with colleagues and external contacts.
- Ability to work under pressure and manage competing priorities in a fast-paced environment while maintaining high attention to detail.
- 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.

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		
Build Collaborative Environments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Facilitates open communication and leverages team skill: <ul style="list-style-type: none">• Leverages skills and knowledge of others• Genuinely values and	Establish and maintain strong collaboration and partnerships within PRC, GOA, and non-government to ensure mandate is met. Seeks to

		learns from others <ul style="list-style-type: none"> • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	improve engagement approaches tailored to stakeholder perspectives and PRC priorities.
Develop Networks	○ ● ○ ○ ○	Works on maintaining close relations with all stakeholders: <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	Considers perspectives from multiple parties with differing mandates while ensuring neutrality in decision-making.
Drive for Results	○ ● ○ ○ ○	Works to exceed goals and partner with others to achieve objectives: <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	Proactively engages in Alternative Dispute Resolution (ADR) efforts to drive timely complaint resolution, while meeting key communication milestones and tracking requirements.
Agility	○ ● ○ ○ ○	Works in a changing environment and takes initiative to change: <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	Efficiently managing a large caseload of files with varying levels of complexity, and tasks, shifting priorities as needed to meet timelines and support effective complaint resolution.

Benchmarks

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