

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

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| Working Title Workforce Investigator | | Name | |
| Position Number | Reports to Position No., Class & Level Manager 2 | Division, Branch/Unit Labour Relations Policy & Programs, Labour Relations & OHS Branch/Workforce Investigations Unit | Ministry Public Service Commission |
| Present Class | | Requested Class HR3 | |
| 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 (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

The Investigations Unit is responsible for overseeing, managing and conducting all 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 and other potentially problematic issues that require the employer to investigate an employee(s) alleged actions.

This position works highly independently to 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 are presented to the Manager, Investigations for approval; the position is responsible for providing post investigation briefings to all parties.

The position is also responsible for accurate documentation, secure storage, and management of information pertinent to assigned investigations. The Workforce Investigator ensures that appropriate process is followed in a fair, transparent, objective, and timely manner, and that all investigative actions comply with existing legislation and policy.

On rotation, the Workforce Investigator role will be responsible for managing and providing oversight to the triage process for Respectful Workplace complaints and formal complaints submitted, ensuring policy requirements and contextual factors are considered objectively to determine an appropriate course of action.

This position reports to the Manager, Investigations and collaborates with unit staff on common initiatives. The Workforce Investigator also supports policy, process, and program development as needed (e.g., interpretation of policy, facilitate education sessions) and mentorship and training sessions to other HR staff. This role also acts as an expert and consultative expert on workforce investigative related subjects for Client Service Delivery, who will often discuss incidents at worksites to understand if they require investigation, how to preserve evidence, and any other related subjects.

Work is completed independently within the framework of relevant legislation, policy and investigation protocol.

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 (see Writing Guide [Pages 9-10](#)).

The primary responsibility for the investigator will be the completion of internal investigations on behalf of the employer

- Make initial contact with complainant(s) and respondent(s) to outline the investigation process, interpret policy and process as needed, and to determine the nature of each aspect of the complaint
- Develop an investigation plan tailored to each specific case (e.g., identify key parties to participate, prepare interview strategies) in compliance with existing legislation and policy

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- Conduct interviews with the complainant, witnesses, or any other person associated with the complaint, ensuring that AUPE employees have access to and can bring AUPE representatives with them to interviews, interview debriefs etc.
- Collect and secure evidence and relevant information
- Assess all relevant information / evidence
- Form a finding that a complaint is founded or unfounded, based on applicable standard of proof “balance of probabilities”
- Complete comprehensive written investigation reports and effectively communicate results both orally and in writing.
- These reports must be of high quality as they are relied on by decision makers to take disciplinary action. In addition, these reports must be defensible at arbitration and other legal proceedings
- Serve as a witness at grievance hearings, arbitrations, and legal proceedings

Investigation Case Management

- Create new investigation files and ensure all information is accurately entered onto the file
- Maintain case tracking and monitoring mechanisms/systems
- Ensure all case information and evidence are managed in accordance with FOIP, information and records management
- Develop and revise as needed related templates and supporting documentation
- Provide regular updates on specific cases to involved parties and to Investigations Management Team

Rotational RWP Triage Oversight

- Provides oversight to the triage and intake process, ensuring formal complaints are routed appropriately to either informal fact-finding facilitated by the Portfolio team or a formal investigations process conducted by the Investigations Unit.
- Works in close collaboration with the Manager, ER & OHS as well as ER Consultants to determine which case files require a formal investigations process, according to policy and contextual factors.
- Escalates contentious case file decisions to the Manager/Director, Workplace Investigations for advice and direction.
- Accountable for the development and application of robust and objective criteria to inform the triage process.
- Ensures triage and intake processes are timely, impartial and effective in appropriately routing files.
- Develops effective partnerships with Manager, Workplace Investigations to ensure caseloads are balanced across the Unit and resources are allocated effectively to manage incoming files.

Support the unit and branch in achieving its mandate and goals. Track and monitor trends and statistics across investigations and leading practices

- Provide advice and recommendations to the Director on the evolution of legislation, policy and protocol and support implementation
- Research and develop responses to Action Requests and other queries related to investigations
- Participate in internal and external meetings as a representative of the branch or department
- Collaborate with peers to sustain integrated processes and information sharing
- Develop and maintain positive, productive relationships with a wide range of internal and external stakeholders (e.g., union representatives, managers across the department, peers in other ministries)
- Facilitate education/information sessions for other Human Resources staff to support implementation of processes and/or foster proactive mitigation of behaviours that could lead to a complaint
- Provide coaching and mentoring to other staff involved in investigations

Effective communication with management, unit employees, HR professionals, enforcement agencies, complainants, AUPE representatives, and parties/entities connected to investigative processes (e.g. Special Prosecutions Unit, Ministry

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Information Security Office, Corporate Information Security Office, etc.) as well as the Office of the Ombudsman; in order to:

- Gather investigative information.
- Raise awareness regarding significant issues; provide recommendations and inputs on investigation processes and protocols, and support improvements.
- Collaborate and share information and best practices.
- Engage parties and explain investigations, processes and policies.
- Respond to third party reviews which can include complaints filed with the Office of the Ombudsman.

Responsible for sensitive matters including dealing with members of the public (including those that are deemed the vulnerable sector). These matters can be complex and involve a high level of politically sensitive matters requiring the highest level of confidentiality. Similarly must deal with law enforcement and the Specialized Prosecutions Unit on highly sensitive and confidential matters.

The work of the investigator helps to influence long term behaviour change as it provides input into possible policy changes (ie. Updates/amendments to the RWP policy, Collective Bargaining agreement and possibly fact-finding policy, procedure regarding release of audio records, etc.). These inputs don't only impact the unit, but impact CSD and the GOA as a whole.

The goals of the unit and branch are to provide thorough investigations, in a timely manner, that are procedurally fair and hold up to 3rd party scrutiny. This impacts portfolio teams tremendously as they rely on investigation findings as it relates to any next steps they take (i.e. discipline, grievance process, arbitration, etc).

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 (see Writing Guide [Pages 11-12](#)).

The work of this position is to plan and complete investigation of complex complaints is an important function in the implementation of multiple policies designed to provide a safe and productive workplace for GoA staff. Conclusions developed and advanced by the Workforce Investigator have a direct impact, outcomes and actions related to specific complaints. The Workforce Investigator provides assurance of a fair, transparent, objective, and timely investigation in line with existing overarching processes and protocols (e.g., ensuring that AUPE employees have access to AUPE representatives and can be accompanied by them to interviews, interview debriefs etc.). Through the assessment of trends over time and leading practice, the incumbent also impacts the evolution of investigation policy, process and standards and implementation of new or changes process. This work also influences proactive strategies aimed at preventing behaviour that could lead to a complaint.

There is a high degree of problem-solving and analysis required to work through multiple inputs to get to the root and relevant factors in each case, and to develop conclusions. The Workforce Investigator is accountable for ensuring a complete, professional, and exhaustive investigation is conducted, from beginning to end for assigned investigations. Security and confidentiality are necessary in all instances where an investigation is being considered or initiated.

Complaints can arise from multiple sources and can be very complex. The incumbent determines the validity of complaints against existing criteria and moves to develop an investigation plan to address the specific complaint (e.g., assessment of who are the affected parties, what are their issues and priorities). Within each investigation, the incumbent has freedom to act independently (e.g., determine who should be involved in the investigation, motivate engagement of all parties, request evidence and initiate follow-up as needed). Challenge and complexity are increased by the sensitive and emotional elements of cases; the incumbent must determine and navigate a path forward while remaining neutral and objective; the establishment of trust is essential in order to be perceived as being unbiased and impartial.

The Investigator's role is to collect as much information related to the complaint so that they can assess its merit and come to a finding. During interviews with the parties (complainant, respondent and witnesses), the Investigator collects the

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relevant information in a way that encourages parties to disclose and respond to all relevant information so each individual's perspective is heard and considered, which encourages openness from all parties to the investigation. Additionally, the methods in which the information is collected (procedurally fair, independent and unbiased, provides an environment for parties to be forthcoming.

While the Investigator's role does not provide specific recommendations on the next steps following an investigation, the Investigator still influences long-term behaviour change in the departments it investigates. Throughout the course of some investigations, the Investigator might uncover and identify trends and cultural dynamics in the workplace that might not always be apparent to management and/or HR – by identifying these issues –Management/HR can act on these matters – thereby influencing long term change in the department. Furthermore, during some investigations, information is uncovered that ought to be investigated by the employer that was not initially within the scope of the investigation. While the decision is ultimately up to the ministry and hr clients to amend the scope of the investigation, on some occasions there is reluctance expand the scope. In these cases, the investigator outlines the issue and provides options for consideration; thereby influencing the investigation sponsors to potentially amend the scope of the investigation.

Every case is unique. Previous precedent can be used as a guide. Existing legislation and policy also guide decisions and actions. The Director and Manager are available to support issues that could set new precedent or have significant impact on ministry or GoA.

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 (see Writing Guide [Pages 12-14](#)).

Knowledge

- Thorough knowledge of relevant legislation (e.g., *Alberta Human Rights Act*, *Public Service Employee Relations Act* (PSERA), Code of Conduct & Ethics Regulation)
- Thorough knowledge of relevant policies and directives (e.g., Code of Conduct and Ethics, Respectful Workplace Directive, Occupational Health and Safety Code)
- Knowledge of ministry business and organization structures
- Comprehensive knowledge of principles and concepts related to respectful workplaces, such as bullying, harassment and how they are implemented in workplaces
- Comprehensive knowledge of the investigations process and protocol applicable to the GoA
- Knowledge of a broad spectrum of dispute resolution processes and techniques and relationship-building strategies
- Leading practices, trends and decisions and emerging issues that impact the direction of investigations processes
- Understanding of the interface and impact of unionized labour relations
- Knowledge of concepts in administrative law and principles of fair administrative process
- Awareness of the criminal law process in Alberta, should cases advance to this level
- Knowledge of relevant past decisions and precedents both in Alberta and other jurisdictions

Skills and Abilities

- Ability to establish, develop and strengthen individual relationships with a wide range of individuals associated with each investigation
- Advanced interpersonal skills including excellent listening skills, superior oral and written communication, presentation
- High degree of emotional intelligence
- Ability to manage complex group and personal dynamics and relationships while contributing effectively in a team environment
- Ability to manage a wide variety of highly sensitive and confidential files, projects, and processes while meeting multiple deadlines
- Research and analytical skills - ability to determine the applicable policies, decisions, and legislation

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- Ability to use discretion and flexibility with considerable independence and to interpret and adapt policies and procedures to individual cases;
- Sound judgement and sound decision-making skills
- Well-developed interviewing and investigative skills in a variety of situations
- Tact, diplomacy, and discretion, particularly in dealing with sensitive information
- Excellent analytical skills, including the ability to assess and interpret information

Education and Experience

- Graduation from a related degree program or equivalent combination of education and experience
- Strong investigative background through several years' experience

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

- Manager, Investigations – plan and complete investigations, present reports to the Manager; raise awareness to significant emerging escalated issues; provide recommendations and inputs on the overarching investigations process and protocol to support improvements
- HR staff (e.g., Employee Relations Consultants, Human Resources Consultants) – collaborate and share information; provide coaching on investigation topics
- Leadership at all levels across the ministry – clients of the investigative process, to set mandate and present findings, act in collaboration related to investigative issues
- Peers across the GoA – share information and best practices as a common community of practice
- Parties involved in investigations (e.g., complainants, defendants, managers) – explain investigation process; engage parties throughout the investigation; respond to queries; interpret and explain policy
- Alberta Union of Public Employees officials and representatives - engage parties throughout the investigation; respond to queries; interpret policy as needed
- Enforcement agencies also, depending on the nature of the investigation (ex. Sheriffs branch, Municipal Police services, RCMP, etc.) - engage parties throughout the investigation; respond to queries
- Office of the Ombudsman – respond to complaints about the investigative process

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

Rotational RWP Triage Oversight -

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Contacts:

- Director, Investigations – plan and complete investigations, present reports to the Director raise awareness to significant emerging escalated issues; provide recommendations and inputs on the overarching investigations process and protocol to support improvements.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide [Page 16](#))

Incumbent

Name

Signature

Date

Manager

Name

Date

Division Director/ADM

Date