

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

Working Title Senior Investigator		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry Service Alberta
Present Class		Requested Class -	
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](#)).

This position investigates complaints or offences associated with fraud-based offences of the Criminal Code and violations of the Statutes of the Province of Alberta. In addition to directly handling critical investigations, this position oversees complex investigations involving teams of investigators and partner representatives.

Reporting to the Manager of Health Investigations Unit, the investigator prioritizes, coordinates and conducts investigations, ensuring all related activities are performed in accordance with established legislation, policies and procedures and initiates and undertakes appropriate enforcement or corrective actions.

This position serves as a technical resource for a range of investigative issues and techniques, including providing mentoring and training to other HU staff members. The investigator also provides input to the development and continual enhancement of policies, systems and procedures for the HIU investigation program that is designed to support Service Alberta and Alberta Health. This position is a senior resource and liaison for law enforcement agencies and stakeholders and is relied upon to promote awareness of HIU's programs and capabilities.

Reporting to the Manager of Health Investigations Unit, the investigator functions within the parameters of applicable Government and Ministry legislation, regulations, policies, directives and procedures.

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](#)).

1. Diverse and complex complaints associated with suspected offences under the Criminal Code with the potential to impact the security, integrity and / or reputation of the Ministry are investigated in accordance with legislation found within the Criminal Code and within Ministry policies and procedures.

Activities :

- Reviews and prioritizes their incoming files and completes investigations in a timely manner using appropriate techniques to gather and secure evidence. Is able to continually assess and shift priorities within their workload as required.
- Interviews complainants, witness, victims and suspects applying an understanding of the Canadian Charter of Rights and Freedoms in relation to suspect detention and statement admissibility to ensure court admissible statements are obtained from suspects.
- Initiates appropriate enforcement action as supported by evidence.
- Acts as a Peace Officer pursuant to the Peace Officer Act; consults with the Crown's Office and lays criminal charges where appropriate.
- Prepares and / or oversees preparation of statements, affidavits, subpoenas, search warrants, production orders, and briefing notes.
- Provides guidance, leadership and instruction to HIU staff members when acting as a lead investigator, including

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identifying the requirement for and allocating staff and equipment resources, developing and coordinating investigation plans, analyzing results, and ensuring proper investigative techniques are utilized.

- Serves as a Crown witness at court proceedings, including liaising between Crown and other witnesses and consulting with the Crown in relation to proposed charges.
 - Conducts financial reviews in order to identify compliance or non-compliance with legislation, communicating results and findings and develops appropriate recommendations.
 - Ensures all relevant information is entered in the File and Case Tracking System (FACTS).
 - Planning, development and implementation of covert surveillance
2. Policies, programs and initiatives associated with the investigation program are implemented, evaluated and continually enhanced to ensure compliance with legislation, regulation and relevant business plan goals.

Activities

- Provides input to the development and revision of legislation, regulations and policies pertaining to the investigation program, identifying emergent issues and making recommendations to management; researches and recommends the acquisition of new systems, technologies and equipment to senior decision makers.
 - Compiles and prepares statistical and operational reports, identifying and resolving issues as appropriate.
 - Identifies and implements opportunities to streamline and improve business operations to support continual improvement of the HIU program.
3. Comprehensive consultation and information services are provided, and partnerships are developed, to enhance relationships with external agencies and stakeholders.

Activities

- Cooperates and collaborates with law enforcement agencies and regulatory bodies, such as the College of Physicians and Surgeons of Alberta (CPSA) and the Alberta College of Pharmacy (ACP) in relation to investigations and assists other jurisdictions with investigations as needed.
 - Develops and delivers information sessions relating to the investigation program.
4. Other investigators and assistant investigators are provided with technical expertise and resources to support effective and coordinated HIU operations and continual enhancement of staff capacity.

Activities

- Share knowledge and expertise with fellow HIU staff members to fulfill identified training requirements and enhance capabilities of team members.
5. The Director of Audit and Investigations is supported in achieving the mandate and goals of the Ministry.

Activities

- Provides consultation and recommendations on issues, opportunities and challenges associated with investigations and associated HIU initiatives.
- Prepares briefing materials and analyzes and responds to information requests pertaining to investigations.
- Collaborates with other Audit & Investigation staff to ensure coordination and integration of functions.
- Develops network of contacts and works in partnership with law enforcement agencies, including municipal police services, RCMP and other provincial and federal agencies and representatives of other ministries, jurisdiction and stakeholder organizations, such as the CPSA and ACP.
- Remain current and informed as to developments in investigative techniques and issues, promotes awareness of

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related information among team members, clients and stakeholders.

- Represents the HIU program on cross – ministry committees, task teams and projects to facilitate development and implementation of new initiatives, communicate and remain aware of perspectives and requirements, resolve issues and exchange information and best practices.

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](#)).

This position uses a wide array of investigative techniques and is relied on to ensure that investigative methods and evidence gathered during investigations can withstand Charter challenges and / or judicial scrutiny. The investigator is cognizant of impactful court precedence set out in law.

Decisions and recommendations made by the investigator can have significant impact on and ramifications for the HIU program and representatives of Alberta Health, law enforcement agencies and other departments and agencies. This position makes decisions and provides direction as to the most appropriate investigative method for collecting information and evidence, the type of evidence to collect and the type of files that should be subject to enforcement action.

Issues can be highly sensitive, political and confidential with this position and requires good judgement when carrying out and leading investigations. This position requires initiative and diplomacy when collaborating with representatives of Alberta Health, law enforcement agencies and other organizations to carry out complex investigations.

The investigator works within the parameters of established legislation, regulations, policies, plans and guidelines with considerable discretion in determining how responsibilities are performed.

Timeliness and comprehensiveness of service provided to Alberta Health, CPSA, ACP and law enforcement agencies, other business areas and stakeholders is also critical. In addition, the work of the investigator is evaluated based on the effectiveness of working relationships and networks that have been established.

The position receives significant investigative independence in order to determine priorities, exercising judgement when gathering evidence, analyzing and summarizing information for investigations and developing recommendations for enforcement action or approaches to investigations. Matters with potential for significant impact to resource allocation or relationships with other business areas and ministries, law enforcement agencies or Alberta Health are discussed with the Director of Audit and Investigations. The Director will guide particularly sensitive issues or situations to an appropriate resolution. Major recommendations for new or revised strategies and initiatives relating to position accountabilities are reviewed prior to submission at the executive level to ensure conclusions are valid and that Ministry business goals are appropriately reflected.

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](#)).

The investigator requires extensive knowledge of :

- Major Case Management (MCM) and Electronic Major Case Management (EMCM) principles.
- HIU policies and procedures pertaining to investigations of alleged offences against the Criminal Code of Canada.
- Applicable legislation and regulations (Canadian Charter of Rights and Freedoms, Criminal Code, Canada Evidence Act, Health Professions Act, Alberta Health Care Insurance Plan, etc....)
- Investigative techniques, including interview and interrogation skills and evidence gathering and handling techniques.
- Ministry and Alberta Health mandates, business plans, organizational structure and strategic priorities.
- Relevant computer systems (FACTS, CPIC, MOVES), other software tools (Microsoft Outlook, Word, Excel,

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PowerPoint) and Microsoft Teams.

The investigator requires highly developed and demonstrated:

- Leadership skills, including commitment to staff development, coaching and building teams.
- Written and verbal communication skills, including the ability to develop and deliver recommendations to management and deal effectively with a broad range of stakeholders.
- Negotiation and conflict resolution skills, including the ability to deal effectively with complex and sensitive investigations and information.
- Proficiency with interviewing witnesses, suspects, and accused persons.
- Interpersonal and consultation skills.
- Analytical, research and problem-solving skills to analyze information, facts, statements, and evidence in a logical manner and develop reasonable conclusions and recommendations to resolve issues.
- Organizational and time management skills to prioritize and manage multiple responsibilities with a dynamic environment and heavy caseloads.
- Presentations skills, including the ability to prepare and deliver information or training sessions.
- Commitment to client service, confidentiality, discretion, tact and continuous improvement.

The investigator must be able to:

- Identify emerging trends, issues and opportunities relating to investigative techniques and approaches.
- Apply accounting and audit principles to conduct financial reviews associated with investigations.
- Develop and maintain collaborative working relationships with clients, stakeholders and partners including law enforcement agencies and health affiliated organizations.
- Function independently as well as lead and contribute effectively within a team environment.
- Maintain a strategic and Ministry focus while delivering results at the operational level.
- Demonstrate initiative, professional judgement and flexibility when making decisions outside established precedents; representing HIU perspectives and requirements on committees and working groups involving sensitive information; dealing with individuals who may be uncooperative and/ or hostile.
- Provide testimony in court or other regulatory hearings.

A valid operator's license and an ability to travel throughout the province is required. Eligibility for Peace Officer designation and accreditation for use of CPIC and qualification for Level 3 Security Clearance.

A degree or diploma in a related field (law, police security, business administration, commerce) and a minimum of five years experience in law enforcement / investigations or equivalencies in terms of education and experience is required.

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

The investigator has regular and ongoing contact with:

- Ministry representatives (at all levels of the organizations including Executive Committee) to provide consultation, expertise and recommendations relating to investigations, collaborate on issue resolution and development or revision of policies, programs, and systems; exchange information and collaborate on projects and initiatives.
- Representatives of law enforcement and other agencies at the federal, provincial and municipal levels, legal services and Crown counsel offices.
- Representatives of regulatory oversight bodies such as the CPSA and the ACP.
- Peers in other jurisdictions to exchange information and best practices; coordinate activities associated with investigations; and develop relationships and partnerships.

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

Provides direction and training to other Investigators, Assistant Investigators and students, when acting as the Lead Investigator on complex investigations and to support knowledge transfer and capacity building within the HIU.

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](#)).

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

Signature

Date

Division Director/ADM

Name

Signature

Date