

## New

Ministry

Public Safety and Emergency Services

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Investigator

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

#### Organizational Structure

Division, Branch/Unit

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

### 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. The PRC will be at the forefront of leading and supporting police services through a significant change in process and philosophy.

The Case Management team oversees complaint files, documentation, and procedures; prepare dispositions, audit closed cases for trends and generate reports to support continuous improvement. The team is responsible for receiving and verifying complaints, concerns, and compliments about police officer, identifying allegations, information gathering, assigning files to the appropriate unit, and preparing final reports and dispositions.

Reporting to the Manager of Case Management, Investigator is responsible for information gathering to assist with deeming a public conduct a complaint, summarizing allegations, and supporting evidence-based decision making. This includes using trauma-informed practices and de-escalation strategies in communicating with the potential complainants. This role identifies relevant information and interprets them in accordance with the Police Service Regulation, the Police Act, and related legislation.

The Investigator gathers information, identifies evidence, witnesses and other involved parties. They manage sensitive

information with discretion and produce information to support in the drafting of the complaint summary.

## Responsibilities

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

- 1. Investigative excellence** - objective, thorough and timely information gathering into possible police misconduct supports an efficient complaint process. It improves public trust in police and support the PRC in achieving its mandate.
  - Develops information gathering plans in accordance with PRC policies to conduct an unbiased, fact-based inquiry by identifying key issues and identifying and coordinating a list of involved persons.
  - Interprets complaints and identifies relevant allegations of police misconduct through the application of the Police Service Regulation and Police Act.
  - Prepares complaint summaries to support decision-making on complaint level and allegations.
  - Consults with team members on investigative principles, techniques, and emerging trends to remain current and informed and promote awareness with team members.
  - Liaises with legal counsel and seeks advice on allegation identification and other matters requiring legal guidance in relation to information gathering.
  - Maintains up-to-date knowledge of cases and issues to provide accurate and relevant information as needed.
  - Manages sensitive information with the utmost confidentiality and discretion, ensuring appropriate use and protection.
  - Ensures compliance with legislation, policy, and records management protocols related to investigations.
  - Identifies key evidence, witnesses and information to be investigated by the Code of Conduct Investigations team or Resolutions team as required.
- 2. Case management and reporting - consistent application of processes for Intake, tracking, and resolution of complaints supports achievement of the PRC's mandate.**
  - Reviews complaints to confirm all necessary information is included, contacting complainants and police service for additional details as required.
  - Verifies that the complaint falls within the PRC's jurisdiction and identifies cases that require redirection or referral to police services when applicable (e.g., performance matters, policy/service complaints or compliments).
  - Summarizes core issues/allegations.
  - Identifies and escalates files to Manager as required.
  - Identifies files that are potentially frivolous or vexatious.
  - Prepares and analyzes reports summarizing complaints, investigations, and outcomes.
- 3. Corporate support** - the PRC's mandate is advanced by supporting internal teams by communicating with complainants and external stakeholders.
  - Supports the implementation of policies, procedures, and directives affecting both the PRC and police services.
  - Uses strong problem-solving skills to address issues and concerns in a timely manner.
  - Works with senior investigators, case coordinators and resolution specialists to prepare recommendations for management, such as imposing an administrative outcome or proceeding to a hearing.
  - Makes recommendations to decision-making committees.
- 4. Leadership** - strategic priorities are advanced through leadership at all levels of the PRC.
  - Promotes the principles of equity, diversity and inclusion, and integrates those principles into investigative practices.
  - Fosters a collaborative and supportive team environment that promotes knowledge sharing and best practices.
  - Performs other duties as required to support the effective launch of Code of Conduct Investigations branch and PRC.
  - Provides cross-branch and cross-unit support and coverage when operationally required (e.g., covering responsibilities of the digital evidence team, resolution unit or case management unit).
  - Participates in internal meetings, as required.
  - Acts for senior investigators, as required (e.g., vacation cover-off).



## 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.

The Investigator plays a key role in addressing these challenges by supporting the implementation and maintenance of standardized case management and information gathering processes, templates, and workflows. By ensuring consistency, accuracy, and efficiency in information gathering, file review, and documentation, the Investigator helps strengthen the integrity of the oversight process, ultimately enhancing public confidence in police accountability.

The Investigator is responsible for gathering information in a fair, thorough, and timely manner, including communicating with potential complainants and police services to be able to deem a complaint within the PRC's jurisdiction, summarize allegations, and support evidence-based decision making. They must also ensure consistency, accuracy, and efficiency in complaint intake, file review, and documentation. By doing this, the Investigator supports procedural integrity, advances accountability, and helps reinforce public confidence in police oversight.

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. The Investigator must apply good judgment to prioritize their caseload and make appropriate recommendations.

Guidance is available from the Team Lead, Manager and Director of Case Management. Other managers and staff in the PRC may have advice or subject matter expertise that the Investigator can draw from to inform decision-making.

Direct or indirect impacts of decisions:

The Investigator has a direct impact on the PRC's overall process for addressing complaints against police in Alberta.

Failure to handle cases could result in delays, and inconsistent decisions, leading to public criticism and potential legal challenges. Timelines are prescribed in legislation. Failure to adhere to legislated timelines creates legal and reputational risks for the government and increases risk of litigation.

This position is responsible for gathering additional information as required to deem a complaint and identify allegations by speaking with potential complainants and police services as required. The position is also responsible for identifying key information (evidence, witnesses) that may be investigated through formal investigations into police code of conduct complaints. By gathering information, reviewing the information in connection with relevant legislation and policy, the Investigator ensures complaints are properly summarized and aligned with jurisdictional requirements before being assigned for resolution or investigation, and inform decisions made by the Chief Executive Officer. The Investigator's work directly influences where complaints go after intake and the efficiency of the PRC.

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

- Manager, Case Management - provides updates, recommendations, advice and other operational supports. Manager provides guidance, support, supervision and direction.
- Resolution 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.
- Alberta Serious Incident Response Team (ASIRT) Information Administrators and other staff - collaborate to transfer files, share information, and leverage different subject matter expertise.
- Colleagues across the branch and PRC - share information, seek input, and leverage different subject matter expertise.

### External

- Complainants - receives complaints, provides information on PRC process, timeline notifications, gathers personal information and other necessary information.
- Municipal and First Nations police services and organizations (municipal police services, First Nations police services, RCMP,) - seek and share case information, and to route and monitor conclusion of level 4 or level 5 complaints.

### **Required Education, Experience and Technical Competencies**

Education Level

**Bachelor's Degree (4 year)**

Focus/Major

**Arts**

2nd Major/Minor if applicable

Designation

If other, specify:

**University degree in a related field (Criminology, Law and Society, Police Studies, Sociology, etc.), supply**

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

#### Job-specific experience:

- Experience in investigative or information gathering techniques and procedures.
- Experience case management within a legal, regulatory, or oversight setting, with the ability to intake files effectively.
- Experience interpreting and applying policies and procedures within a case management framework, ensuring compliance with established guidelines and regulatory requirements.
- Experience with proper handling and storage of sensitive information.
- Analytical and critical thinking skills to assess complaint files and determine jurisdictional applicability.
- Excellent attention to detail to ensure file accuracy, completeness, and proper documentation.
- Strong organizational and time management skills, with the ability to review and process multiple files simultaneously.
- Ability to work independently and collaboratively in a fast-paced, high-volume environment.
- Effective communication skills to tailor content to different audiences.
- Excellent writing skills for drafting case summaries, allegations, recommendations, reports, and procedural documentation.
- Critical thinking and problem-solving skills to assess complaints, identify issues, and recommend appropriate actions.
- Strong interpersonal and collaboration skills to foster effective working relationships with internal and external stakeholders.
- Knowledge of conflict resolution strategies and trauma-informed approaches to ensure a fair and supportive complaint resolution process.
- Ability to work under pressure and manage competing priorities in a fast-paced environment while maintaining high attention to detail.

#### Technical competencies, certification, and/or training:

- Knowledge of the Police Act, Police Service Regulations, and other relevant legislation, as well as policing policies and procedures.
- Strong communication skills and proven consultation, negotiation, conflict resolution and influencing skills with an understanding of political acumen.
- Analytical skills and critical thinking skills, including the ability to assess and interpret information.
- Ability to engage respectfully with diverse individuals and groups, including police, complainants, and community members.
- Intermediate understanding of Microsoft Office skills (Word, Outlook and Excel).
- Cultural competencies for working with Indigenous and diverse communities.
- Must be able to pass and maintain certified criminal records check and 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		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	Investigators work in a dynamic environment. They are expected to think critically to solve problems, while following the evidence to ensure proper investigative outcomes area achieved and confidence in policing throughout Alberta is maintained.
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	Analyze, evaluate, and synthesize information to provide decision. Generate ideas on how to solve problems, while mitigating risk and bringing together the right people into discussions.
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	The Investigator works effectively in a changing environment by anticipating and adjusting to procedural updates, new legal standards, and evolving case dynamics. They remain calm and composed when faced with stressful situations and seek advice or support when appropriate. They also identify opportunities to improve processes while working creatively within established policies and guidelines.

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"> <li>• Leverages skills and knowledge of others</li> <li>• Genuinely values and learns from others</li> <li>• Facilitates open and respectful conflict resolution</li> <li>• Recognizes and appreciates others</li> </ul>	Establish and maintain strong collaboration partnerships within PRC, GOA, non-government to ensure mandate is met. Seeks to improve engagement approaches tailored to stakeholder perspectives and PRC priorities.