

Working Title Manager, Investigations		Name	
Position ID	Reports to Position No., Class & Level Senior Manager Zone 2	Division, Branch/Unit Safe, Fair and Healthy Workplaces Division Occupational Health and Safety Program Delivery/Investigations Unit	Ministry Labour and Immigration
Present Class	Requested Class	Levels to Deputy Minister (Not including incumbent level)	
Cost Centre	Profit Centre	Project Code (if applicable)	

**POSITION SUMMARY:** Briefly describe the main purpose of the position, and why it exists for the most part (See Management Job Description Writing Guide [Page 7](#)).

**Occupational Health and Safety Delivery Branch:**

The Occupational Health and Safety (OHS) Delivery Branch ensures the prevention of workplace injury and illness by building and strengthening health and safety through partnerships, policy, education, enforcement and innovation.

The branch is divided into the following functional areas of specialization:

- Investigations
- Inspections
- Specialized Professional Services
- Mining

**Position Summary – Manager, Investigations:**

The Manager, Investigations provides leadership and operational direction in the delivery of occupational health and safety programs and services, in support of Alberta's safe, fair and healthy workplaces. The position oversees a team of professional/technical staff who provide functional expertise for programs and services within OHS including all investigations and resulting prosecutions for the region.

The Manager builds collaborative relationships with a variety of internal and external contacts. The position provides advice and support to peer managers/directors in other functional areas to achieve common outcomes and ensure operational outcomes are optimized and realized. The Manager uses balanced judgement and global perspective to determine where and whom these relationships need be initiated, supported, maintained, fostered and enhanced. The position works with stakeholders including other ministry staff, partnering ministries, business/industry representatives, safety associations, labour groups, RCMP/police departments, consultants, employers and workers.

The Manager fosters a culture of safety in Alberta, while ensuring compliance with worker health and safety as outlined in OHS legislation. The Manager reports to the Director, OHS Investigations.

**SPECIFIC ACCOUNTABILITIES:** List the most important end results or outcomes of the position and how they are achieved. Each end result shows what the position is accountable for, within what framework and what the added value is. Normally a position has 4-8 core end results. For each end result approximately 3-6 activities should be described (See Writing Guide [Page 8](#)).

**The Manager, Investigations provides leadership and operational direction in the delivery of occupational health and safety programs and services, in support of Alberta's safe, fair and healthy workplaces.**

**1. Provide leadership and coordination for all OHS investigations in the region, in support of program and service delivery excellence.**

- Lead a team of professional/technical staff (Lead Investigators) in the delivery of OHS programs and services relating to all investigations for the region and to deliver defined outcomes related specifically to investigations.
- Develop, implement and evaluate performance measures for programs and services related to investigations.
- Ensure consistent and appropriate implementation of operational procedures to ensure service and quality assurance standards are met.
- Provide direction, leadership and support to technical team and others to resolve compliance issues, and implement the proper compliance tool(s) to achieve successful outcomes with Alberta employers who demonstrate poor compliance with OHS Act, Legislation and/or Code. Educate these employers in respect to their responsibility and obligations under the OHS legislation and actively work to build into business a safety culture and performance measures.
- Support the Director in the delivery of quality investigation reports and provide input for recommendations forwarded to Alberta Justice regarding regional serious and fatal investigation process.
- Through effective communication and leadership coach and support the team, in issue resolution processes. Facilitate productive discussions to this end and mediate challenging or conflict laden issues with clients, officers and other internal/external stakeholders.
- Meet with Alberta employers who demonstrate poor compliance with OHS Act, Legislation and/or Code, to inform them of next steps that may be taken to enforce the law and to educate them about better practices in safety culture and performance. Take necessary measures for enforcement of legislation as required.

**2. Build OHS awareness through positive, purposeful communication to raise awareness of the activities and importance of OHS in the province.**

- Responsible for all aspects of ensuring delivery of quality and consistent OHS education & promotion of OHS programs, compliance activities appropriate to ensure legislative standards are achieved, and compliance and enforcement actions that are appropriate to the situation and will achieve desired outcomes.
- Promote the importance of developing and endorsing strong health and safety cultures. Discuss issues of emerging concern or interest with stakeholders and works in partnership with these groups to achieve highest level of safety in Alberta workplaces.
- Provides educational presentations to various public bodies, employers, and worker groups regarding OHS roles, accountabilities, emerging trends and activities, as required.
- Where relevant provide input to media and key messaging for communications team for optimum value in news releases, briefings, and educational media efforts to achieve desired outcomes.

**3. Lead investigations staff in support of OHS internal and external capacity for administrative and strategic excellence.**

- Support investigations staff in reaching their full potential in order to deliver the best possible outcomes.
- Actively work with investigations staff to empower them in identification of talent and building of skills and talents within the team and provide and promote key learning and experiential opportunities for ongoing professional development of staff.
- Accountable for setting a tone that builds the provincial talent pool by enhancing and developing the competency of technical team through active coaching, mentoring, skill development scenarios and constructive & timely feedback.
- Communicate strategic goals objectives and vision clearly to internal team members.
- Completes formal performance reviews. Consults on performance with Director to ensure salary recommendations are consistent within branch.
- Where appropriate to do so, communicates OHS goals, objective and desired outcomes to external

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stakeholders to build bridges that move Alberta employers towards adopting a culture of safety.

- Engage staff and build culture that encourages, rewards and implements continuous improvements as well as embraces innovation.
- Demonstrates capacity to foresee issues that may arise and takes prudent actions to both prepare for and optimize opportunities and minimize potential obstacles to achieving outcomes
- Provide leadership and advice to the application and interpretation of relevant statutes and policies.

**4. Allocate the appropriate resources and activities to ensure effective recruitment and retention of staff in support of OHS as an employer of choice.**

- Identify skills and abilities of individual staff, identify areas of interest, capacity and competence to grow talent.
- Engage in principles of effective supervision, recognition, coaching and performance evaluation to reach our full potential.
- Assess capacities within the team and identify gaps and implement plans to further develop skills, competencies of the team.
- Actively coach, support and provide key developmental opportunities for OHS investigations staff to build and engage talent development, strengthen team dynamics, skills and capacities.
- Provide key input at monthly meetings with Director regarding team strengths, areas requiring development/training and individuals who are high performers or who demonstrate high potential as well as those who are working to actively build skills and competencies.

**5. Enhance relationships and partnerships by developing and maintaining strong relationships with internal and external stakeholders regarding occupational health and safety.**

- Cultivate positive productive relationships geared to increase internal responsibility for health and safety management with employers, safety associations, RCMP/police departments, unions, worker and employers, certifying partners, and other stakeholders including other government Ministry's and jurisdictions and to enhance health and safety systems at Alberta work sites.
- Represent the Branch /Division on department and industry committees. Provides the presence and profile as a manager of the Branch with external stakeholders, including employers, labour groups and safety associations. Engage in intra departmental collaborative efforts.

**KNOWLEDGE/EXPERIENCE:** Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, specialized techniques, 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 9-10](#)).

Post-secondary education in a related area (degree or diploma) supplemented by considerable related experience preferably within a regulatory compliance organization. Progressively responsible experience in providing focused and engaging leadership to a group of staff; evaluating the success of program or service; leading work team. Strong problem solving skills are required as well as an ability to establish and sustain effective working relationships with stakeholders.

- Detailed Knowledge of *Occupational Health and Safety Act*, Regulation and Code, OHS policies/procedures and best practices.
- Knowledge of challenges and opportunities currently facing Alberta's workforce in relation to OHS issues.
- Understanding of budget related issues, variance and approval processes related to hosting, hiring, procurement, contracting, exclain etc.
- Breadth of knowledge of the varied businesses and industries in Alberta.
- Experience in business planning, implementation, and evaluation.
- Leadership and management skills and the ability to provide clear direction.
- Knowledge and capacity to build high performance teams and effectively prepare teams to adeptly manage change.
- Budget and contract management skills.

**KNOWLEDGE/EXPERIENCE:** Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, specialized techniques, 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 9-10](#)).

- Effective project management capabilities – from planning to implementation.
- Demonstrated ability to lead and manage project teams in a diverse and complex environment with professional staff.
- Exceptional communication and relationship development skills.
- Positive team building and honed negotiation skills.

**LEADERSHIP AND BUSINESS KNOW-HOW:** Specify the level of integration, organization and leadership skills required to produce the results expected of the position. Provide recent examples (See Writing Guide [Pages 10-11](#)).

The Manager provides leadership and coordination for a team of professional/technical staff. The work includes proactive purposeful OHS related investigations and resulting prosecutions. The Manager must be able to adeptly work with a wide variety of industry with varying challenges and levels of infrastructure to support their OHS efforts. Stakeholder engagement in defining challenges, identifying opportunities to advance OHS in the industry or with an individual employer and taking a proactive educational and compliance approach are critical to instigating positive changes and developing employer and industry self-reliance in OHS practices.

The Manager is fully accountable for the quality completion of all worksite investigations for their team. The Manager will generate and foster creative new solutions and approaches to investigation issues and develop and maintain strong relationships, trust and establish credibility with internal clients (policy & standards, partnerships, workplace improvement, etc.) and external (employers, associations, unions, professional organizations, etc.) stakeholders.

The position will manage the allocated budget using balanced judgement, effective planning practices and principles and recognizing future expected operational expenses. The Manager is responsible to ensure effective and efficient operation, achieving objectives within budget including personnel, supplies/services as well as external contracts.

**PROBLEM SOLVING:** Describe difficult or challenging situations the position is typically expected to solve; the degree of originality of the solutions; and the assistance available (See Writing Guide [Pages 11-12](#)).

The incumbent leads a professional/technical team in addressing health and safety at worksites within the region. Currently, there over 185 000 worksites in Alberta. The Manager is accountable for service quality to achieve employer compliance to legislated standards in relation to all health and safety complaints received from workers, unions, competitors and interested public. Responsible for the operational implementation of strategically focused proactive inspection programs and initiatives that occur over the annual operational year provincially and within the region that results in approximately 9000 officer activities related to high hazard/injury worksites (i.e. inspection of the worst Alberta employers whom have twice to ten times the industry injury rates). The outcome based activities produced by the team includes all investigations and issues related to mining.

The Manager must be sensitive to stakeholder issues, and use balanced and sound judgement in recognizing complex health and safety challenges, the required legislative controls and potential obstacles to achieving outcomes including labour relations issues, financial obstacles, historic or cultural obstacles within industries, and individual attitudinal obstacles in determining next action steps. The Manager must be capable of effectively and diplomatically managing to get to the root of a safety related issue inspection, serious incident, fatal investigation, prosecution, and address diverse views of stakeholders nimbly. The position must manage the diverse group of stakeholder's requests and demands while still ensuring jurisdictional issues are effectively and appropriately directed. In some cases, vested parties bring opposing views to the table, and in these cases the incumbent is responsible to facilitate productive discussion between stakeholders designed to collaborate in resolution of worksite health and safety issues. The Manager will bring appropriate vested parties to the table, lead and take an active role in identifying opportunities to improve OHS practices in industry or with an employer and use the resources available widely in government to achieve successful sustained outcomes (including such things as mediators, OHS Council, legal representation on the prosecution side and civil side of the business, policy experts, and technical experts).

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The Manager is able to work independently and has access to the Director and peer Managers as needed.

**RELATIONSHIPS/CONTACTS:** Identify internal and/or external clients, partners and stakeholders with whom your position communicates and indicate the frequency, purpose and nature of the contact (i.e. how they are affected by recommendations, decision-making and action(s) taken) (See Writing Guide [Pages 12-13](#)).

Clients	Frequency	Nature and Purpose of Contact
Internal		
-Director	Monthly/Weekly/Daily	-Review investigations initiatives and issues, and obtain advice and recommendations.
-Executive Director	Monthly/Weekly/Daily	-Review investigations initiatives and issues, and obtain advice and recommendations.
-Lead investigators	Weekly/Daily	- Discuss, provide advice and direction on operational program initiatives and issues.
-Other Managers	Monthly	- Discuss unit/branch/division programs and address joint initiatives. Review operational program initiatives and issues and obtain advice and recommendations.
-HR, Finance, etc.	Weekly/Monthly	-Obtain advice and recommendations and discuss budgetary issues.
External		
-Alberta Justice	Weekly/Monthly	- Discuss files and advice/recommendations on investigation files.
-Provincial/Municipal Departments	Weekly/Daily	- Discuss interdepartmental initiatives and response work.
-External Vested Parties (including but not limited to: WCB, Certifying Partners, Safety Associations, Alberta Employers, other regulatory jurisdictions, municipalities, other GOA departments, RCMP, Police forces)	Monthly/Weekly	- Discuss worksite inspection/investigations and branch initiatives. - Discuss and present branch/division initiatives and provide advice.

**IMPACT AND MAGNITUDE OF JOB (SCOPE):** Identify how the position directly affects results, and the extent to which stakeholders are affected by those results. Provide recent examples (See Writing Guide [Pages 13-14](#)).

Managers of OHS Programs and Services are accountable for ensuring the OHS Act Regulations and Code are accurately and objectively implemented in accordance with Divisional objectives. The position has direct impact on the state of worksite health and safety in the province and directly impacts the well-being of all Alberta workers. The scope for the incumbent is to promote and foster at minimum legislatively compliant health and safety practices at worksites by providing leadership/direction/advice to regional staff and external stakeholders. The position impacts government, employee and worker groups, unions and industry in the objective to reduce injury and fatality rates for Alberta workers.

**CHANGES SINCE LAST REVIEW:** Identify significant changes, that have impacted the major responsibilities and accountabilities assigned to your position since the last review (See Writing Guide [Page 14](#)).

The Manager position is being updated as a result of Ministry reorganization. OHS teams are now aligned by functional specialization in order to meet strategic objectives and build capacity to address current challenges facing Alberta's workplaces. Significant changes include the increase in leadership responsibilities. Stakeholder engagement has increased focus as well.

**COMPARABLE POSITIONS:** List comparable GOA benchmarks (See Writing Guide [Pages 14-15](#)).

M410-19 - Manager, Research and Evaluation  
M410-27 - Service Delivery Manager, Edmonton City Centre Area

**ORGANIZATION CHART:** A current organization chart that includes supervisor, peers and staff MUST be attached. Include whether employee is permanent, wage, temporary or contract and indicate position numbers (See Writing Guide [Page 15](#)).

**Signatures**

The signatures below indicate that the manager (incumbent) and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (See Writing Guide [Page 15](#)).

**Incumbent**

Name	Signature	Date
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**Director**

Name	Signature	Date
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**Division  
Director/ADM**

Name	Signature	Date
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*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, 6<sup>th</sup> Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.*