



IDENTIFICATION

Department	Position Title	
Finance	Investigation Specialist	
Position Number	Community	Division/Region
15-12598	Yellowknife	Labour Relations/HQ

PURPOSE OF THE POSITION

The Investigation Specialist is responsible for providing advanced investigative services in assessing, planning, organizing, and conducting investigations under the Harassment Free and Respectful Workplace Policy and in instances where serious misconduct or complex allegations are alleged of an employee or Manager of the Government of the Northwest Territories (GNWT).

SCOPE

Reporting directly to the Manager, Accommodations, Bargaining and Investigations, the Investigation Specialist provides hands on workplace investigation services and advice to the GNWT Management and Human Resources Practitioners.

Within the GNWT an average of approximately 30 complex investigations are initiated on an annual basis. The Investigation Specialist plays a key role in the processing of all complex investigations. This includes both conducting comprehensive assessments and investigations independently or as part of a team; identifying individuals suitable to conduct investigations on their own or as part of a team; providing advice to other GNWT staff undertaking investigations and managing investigation contracts. Ultimately all complex investigations completed either by or on behalf of the GNWT will be reviewed by the Investigation Specialist and final recommendations will be supported by the incumbent before being sent forward to Senior Management. The incumbent has considerable latitude in the use of initiative and independent



judgment and determining course of action.

The Investigation Specialist works collaboratively with Senior Management, Management, Stakeholders, and other Human Resource Practitioners within the Government to ensure fair and accurate investigations and the integrity of all data collected. The incumbent communicates independently with union representatives where appropriate. Extensive independent judgment is required to carry out investigations. Outcomes of workplace investigations can have significant impact on services and programs.

Investigative services are provided in accordance with the Public Service Act, the Human Rights Act, Employment and Labor Common Law, Collective Agreements, the Harassment Free Respectful Workplace Policy, the Human Resource Manual, the Access to Information and Protection of Privacy Act and the Senior Manager's and Excluded Employee's Handbooks and are intended to ensure that all employees are treated equitably and that human resource programs and services are being delivered appropriately.

This position requires networking nationally and keeping up to date with changing labour law and investigation practices.

RESPONSIBILITIES

- 1. Conducts investigations or arranges for the completion of investigations into complaints made under the Harassment Free and Respectful Workplace Policy and other complex workplace investigations.**
 - Conducts pre-investigative assessment of allegations to determine if sufficient evidence is available to open an investigation.
 - Collects all relevant information by means of interviews, document review and site visits.
 - Analyses all information and prepares a comprehensive and detailed report with findings.
 - During investigations looks for opportunities to resolve matters using tactful methods including mediation.
 - Facilitates and provides advice on resolution of disputes.
 - Provides consultative advice to other individuals conducting investigations on behalf of the government.
 - Provides hands on training, coaching and development to others doing workplace investigations.
 - Reviews and provides comprehensive written feedback on investigation reports written by others.



- Manages the contracts of outside Investigation Specialists hired to undertake investigations under the Harassment Free and Respectful Workplace Policy. This includes recommending Investigation Specialists based on their competency.
- 2. Monitors all investigations and the identification of trends and patterns of issues or behaviour occurring within the GNWT. This includes, but is not limited to, developing comprehensive recommendations on how to manage re-occurring or consistent human resource issues or problems within the GNWT.**
- Maintains a database of findings.
 - Ensures Human Resource Practitioners and Managers are aware of findings related to re-occurring or consistent human resource issues and how they may be dealt with.
 - Recommends changes to address systematic issues identified through the investigation process.
 - Provides annual reports to Senior Management on the type, regularity and finding of investigations conducted within the GNWT for decision-making purposes.
- 3. Develops, facilitates, and evaluates training and development initiatives.**
- Develops, delivers, and evaluates materials to promote a respectful work environment to prevent complaints.
 - Develops, delivers, and evaluates workplace investigation training.
 - Develops, delivers, and evaluates training on the Harassment Free and Respectful Workplace Policy.
 - Develops, delivers, and evaluates mediation skills training.
- 4. Mediates resolutions or arranges for the mediation of resolutions by a third party, where appropriate.**
- Facilitates discussions between parties requesting mediation and assists in resolving disputes by mutual agreement.
 - Arranges contracts for mediation services by a third party, within government financial parameters.
 - Identifies professionals from within the GNWT who would be suitable to mediate specific cases and arranges for their participation.

WORKING CONDITIONS

Physical Demands

No unusual demands.



Environmental Conditions

No unusual demands.

Sensory Demands

The incumbent is frequently interviewing individuals and must have the ability to observe and assess interviewees while asking questions and taking notes.

Mental Demands

There will be considerable demands placed upon the incumbent by Managers and outside stakeholders during investigations and the development of recommendations. This can cause significant levels of mental stress. Travel to communities is required dependent on location and nature of investigations.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of techniques, principles and of standard Investigation Specialist practices.
- Knowledge in labour law, Employment law and Human Rights law relevant to management of performance issues and workplace conflict.
- Ability to conduct comprehensive investigations into employment related issues (including conflict situations) and to prepare clear and concise reports outlining findings based on evidence and to make thorough, reasoned findings. Seasoned knowledge of and an ability to apply human resource services within a unionized, public service context.
- Knowledge of the GNWT environment, its human resource practices and procedures in order to complete program specific audits is an additional asset.
- Knowledge of the importance of, and an ability to maintain accurate records and statistical information on all investigations.
- Knowledge of and ability to operate desktop computers, specifically word processing and spreadsheets.
- Ability to translate technical jargon into plain English when communicating with technical staff, managers, employees, or Senior Management.
- Ability to develop and deliver training.
- Ability to conduct comprehensive research into complex issues.
- Ability to communicate both orally and in writing.

- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A bachelor's degree and 2 years of experience in human resources with one year of direct experience in labour relations.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Mediation training would be an asset.

Position Security (check one)

- ☐ No criminal records check required.
- ☒ Position of Trust – criminal records check required.
- ☐ Highly sensitive position – requires verification of identity and a criminal records check.

French language (check one if applicable)

- ☐ French required (must identify required level below)
 - Level required for this Designated Position is:
 - ORAL EXPRESSION AND COMPREHENSION
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
 - READING COMPREHENSION:
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
 - WRITING SKILLS:
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
- ☒ French preferred

Indigenous language: Select language

- ☐ Required
- ☒ Preferred