



## IDENTIFICATION

<b>Department</b>	<b>Position Title</b>	
Education, Culture and Employment	Investigation Specialist	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
71-13279	Yellowknife	Income Security Programs / HQ

## PURPOSE OF THE POSITION

The Investigation Specialist is responsible for the development and maintenance of a uniform and systematic process for detecting, deterring and dealing with fraud and abuse. The Investigation Specialist conducts regular verifications and investigations, assesses the department's risk level, researches fraud prevention systems and prepares formal recommendations to senior management on how to mitigate risk.

## SCOPE

Located in Yellowknife, the Investigation Specialist reports to the Manager, Divisional Financial Services, and is responsible for verifications and hands on investigation services and advice to Senior Management on the administration of Income Security Programs (ISP) throughout the Northwest Territories (NWT). The incumbent will provide support to 50+ staff throughout the NWT, including frontline delivery staff, Managers and Regional Superintendents.

The ISP division assists eligible NWT residents to meet their basic financial needs and assists with post- secondary educational expenses. The magnitude of the budget impacted by this position is approximately \$40 million of financial support to NWT residents through the: Income Assistance Programs, Senior Citizen Supplementary Benefit, Senior Home Heating Subsidy, NWT Child Benefit, and Student Financial Assistance program.

The Investigation Specialist identifies any misleading or inaccurate information provided by the approximately 5,000 annual recipients of ISP to prevent financial loss to the Government of the Northwest Territories (GNWT). This impacts both the GNWT's expenses, as well as accountability to the public's financial well-being. The incumbent supports the Department by preventing program abuse and minimizing financial loss and may experience situations involving hostile, angry or uncooperative client interactions.



## **RESPONSIBILITIES**

- 1. Support verification practices and procedures for the ISP division and regional staff in accordance with GNWT Acts, Regulations, Department of Education, Culture and Employment (ECE) policies, procedures and guidelines, by ensuring that information is accurately verified and communicated in a timely manner.**
  - Manage verification requirements by ensuring requests are completed within deadlines and maintain records in accordance with the departmental records management system.
  - Work closely with ISP staff, non-government and government agencies and departments.
  - Obtain, authenticate and verify ISP applicant information.
  - Access verification information through various databases such as the System for Accountability and Management (SAM), Case Management Administrative System (CMAS), Canada Revenue Agency (CRA), etc.
  - Participate in audits by providing investigation services to the Divisional Finance Unit in accordance with GNWT Acts, Regulations, ECE policies, procedures and guidelines.
- 2. Initiate, plan and direct both proactive (prior to a client receiving benefits) and reactive (after benefits have been issued) verification or investigation services to the ISP division and regional delivery staff in accordance with GNWT Acts, Regulations, ECE policies, procedures and guidelines.**
  - Develop and implement policies, procedures and operational guidelines related to addressing and preventing program fraud and abuse.
  - Complete regular verifications to ensure clients are providing accurate information by gathering of information from external/internal sources through electronic interfaces such as Revenue Canada, Credit Reports, Employment Insurance, Service Canada, etc.
  - Conduct comprehensive assessments independently by collecting and analyzing recipient information to confirm program eligibility.
  - Analyze information through Government databases to ascertain relevant background information on applicants to determine eligibility for programs.
  - Conduct interviews with employers, government agencies, applicants/clients.
  - Maintain files, collect data and provide status updates, feedback and advice to senior management.
  - Responsible for determining if there is sufficient evidence to warrant a suspension of benefits, a reduction of benefits and/or penalties if applicable.
  - Work collaboratively with senior management to ensure fair and accurate verifications and the integrity of data collection.
  - Prepare detailed written reports for the Manager, Divisional Financial Services, highlighting the facts and determinations of the investigation quoting relevant case law and sections of the Acts and regulations.



- Prepare individual client reports that include investigation findings presentation to frontline delivery staff and all levels of ECE management.
- May appear as a witness for the department at appeal hearing and court proceedings.
- Identify administrative gaps and provides resolutions for early detection and prevention of program abuse.

**3. Analyze and report on outcomes of fraud prevention to identify trends, patterns or reoccurring issues to support recommendations made to senior management on mitigating financial risk and program abuse.**

- Report on the effectiveness of legislative provisions and suggest changes.
- Manage the compilation of statistical information related to investigations. This includes statistical tracking, analysis and observing trends.
- Write and submit an annual report to Senior Management on the type, regularity and findings of investigations.
- Recommend changes to improve program compliance and prevent abuse during the course of investigations. Ensure Managers are aware of findings and that recommendations are enforced.

**4. Design, implement and maintain a fraud prevention and detection system for the administration of ISP.**

- Create, implement and maintain a comprehensive fraud prevention and detection system by identifying and improving upon internal processes related to program abuse and prevention.
- Evaluate operations throughout the territory to identify risk areas for fraud. Also provide advice on ways to enhance detection.
- Establish and measure the scope of fraud risks.
- Develop training tools for staff throughout the territory, including frontline delivery, Managers and Senior Management in fraud detection and prevention techniques.
- Liaise with other GNWT departments and outside agencies in order to develop innovative and successful fraud prevention and detection strategies.
- Ensure the integrity of departmental programs through the maintenance of strict financial controls, liaison with internal and external stakeholders (local law enforcement, Department of Justice, Service Canada).

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.



### **Environmental Conditions**

No unusual conditions.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

No unusual demands.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of and/or the ability to acquire and apply knowledge of the *Social Assistance Act*, the *Student Financial Assistance Act*, as well as GNWT policies and procedures.
- Knowledge of privacy and confidentiality practices and the ability to adhere to the expectations of maintaining citizen privacy and confidentiality.
- Knowledge of computer information systems including databases, website maintenance, and Microsoft Office programs.
- Skills relating to researching, reviewing, assessing, analyzing and/or interpreting data and/or legal documentation.
- Communication skills, in English, both written and oral.
- Organization and time management skills; ability to work to deadlines.
- Ability to interpret and apply legislation.
- Ability to communicate concisely and effectively both written and verbal, utilizing interpersonal, listening and negotiation skills.
- Ability to utilize professional judgment when dealing with complex or sensitive matters.
- Ability to evaluate operations throughout the territory to identify risk areas for fraud.
- Ability to provide a fair and open assessment, using investigative and analytical skills, to evaluate compliance with legislation.
- Ability to accurately complete tasks with close attention to all aspects of work and carefully control for errors.
- Ability to work with or without supervision and in a team environment.
- 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:**

Business or criminology diploma program and one (1) year of relevant experience.

Equivalent combinations of education and experience will be considered.



## **ADDITIONAL REQUIREMENTS**

### **Position Security**

- 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