

JOB TITLE: Investigations Officer

REPORTS TO: Complaints Director

JOB DESCRIPTION:

The Investigations Officer conducts investigations into complaints about the unprofessional conduct of Licensed Practical Nurses as directed by the Complaints Director/Complaints Consultant as outlined in the Health Professions Act. This position is part-time with potential for full-time hours.

MAJOR RESPONSIBILITY AREAS:

- Management of the investigation process, including:
 - planning an investigation, arranging interviews, and travel, as required
 - interviewing complainant, investigate member and witnesses
 - gathering of evidence related to allegations of unprofessional conduct
 - gathering and reviewing relevant documentation and information without judgement
 - documenting all interviews accurately and completely
 - referencing all relevant documentation, procedures, and policies
 - ensuring investigated member(s) have the opportunity to respond to all issues brought forward
 - write objective investigation report, documenting all information gathered and member's responses to all allegations and evidence
 - maintaining and submitting complete investigation file
 - adheres to *Personal Information Protection Act* (“PIPA”) and all other applicable privacy legislation and policies
- Management of multiple investigation files simultaneously
- Management of investigation process must be administratively fair
- Research of nursing competencies, review of relevant legislative, practice standards and guidelines

MINIMUM QUALIFICATIONS:

- 5 years of relevant, progressive and varied investigation experience in law enforcement or regulatory environments. Regulatory experience is preferred.
- Bachelor’s degree or a combination of equivalent education and experience.

- Academic qualifications in law, health science, health or community care; or other applicable discipline is preferred.
- Investigator certification or equivalence.

REQUIRED COMPETENCIES:

- Understanding of the rules of evidence, proper evidence collection and investigation techniques.
- Ability to effectively conduct member/witness interviews with union and/or legal representation.
- Understand and work within Alberta's public and private health care management systems and procedures.
- Ability to effectively interpret and apply legislation.
- Advanced oral and written communication skills to effectively write investigation reports.
- Well-developed analytical skills, a curious nature and the ability to be resourceful and attentive to details.
- Initiative, sound judgment, resoluteness and assertiveness.
- Excellent negotiation, problem solving and conflict resolution skills.
- Exceptional ability to perform in a high volume, politically sensitive, fluid environment with minimum supervision.
- Ability to work effectively with a team.
- Ability to maintain objectivity and confidentiality during investigations (e.g. understand and apply all provincial and federal confidentiality legislation).
- Ability to lead/manage an investigation, with demonstrated success conducting interviews.
- Computer proficiency utilizing Microsoft Office productivity tools, along with email and internet search capabilities.

ADDITIONAL REQUIREMENTS:

Satisfactory Professional and Criminal Reference Checks.

WORKING CONDITIONS:

This position requires willingness to travel in an assigned region and may require travel to other parts of Alberta. Occasional irregular work hours during weekends and public holidays may also be required. Moderate physical activity may be required.

COMPENSATION:

The level of compensation is commensurate with education and experience.

RESUME SUBMISSION:

Submit letter of interest and resume to Sharlene Standing, Director of Regulatory Services/Complaints Director at sstanding@clpna.com.

CLOSING DATE: March 1, 2014

Consideration will be given to Contract Service Providers.

CLPNA thanks applicants for their interest in this opportunity. Only candidates considered for the position will be contacted.