

**ALBERTA OMBUDSMAN'S OFFICE  
POSITION PROFILE**

**Working Title:** Ombudsman Investigator I

**Present**

**Classification:** Human Relations I

**PURPOSE:** Give a brief summary of the job, covering the main responsibilities; the framework within which the job has to operate and the main contribution to the organization.

The Alberta Ombudsman provides oversight of the provincial government to ensure fair treatment through independent investigations, recommendations and education within Alberta government authorities, professional organizations and the patient concerns resolution process of Alberta Health Services.

Under the authority of the *Ombudsman Act*, the Ombudsman can investigate written complaints received from any individual or group or commence an investigation on his own motion or at the request of a Minister. Under the authority of the Ombudsman, the Investigator I is delegated the authority to attempt to resolve issues at the earliest point of contact and to assist in the investigation of complaints under the direction of a Lead Investigator.

Reporting to the Manager Investigations, the Investigator I has the following key responsibilities:

- Complaints intake, analysis and early resolution
- Assistance with investigations and/or conduct less complex investigations
- Client and referral services
- Awareness of the role of the Alberta Ombudsman's office

**RESPONSIBILITIES AND ACTIVITIES:** The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for.

**1. Complaints Intake, Analysis and Early Resolution**

- Perform intake functions on a rotational basis
- Analyze oral and written inquiries to determine if they are under the Ombudsman's jurisdiction
- Utilize a variety of effective communication skills to obtain relevant information from complainants and authorities
- Conduct research to identify applicable legislation, regulations, policies or procedures and applies relevant portions to the issues identified in order to attempt early resolution or to make appropriate recommendations on the disposition of complaints
- Determine if the complaint is resolved or requires further investigation
- Communicate results to the complainant, authority, and Ombudsman Office management
- Prepare reports, briefings, and correspondence as required
- Identify serious, sensitive, or systemic complaints and bring forward to Manager
- Effectively manage and prioritize the caseload of complaints, using a variety of strategies to ensure a timely and relevant response to all complaints assigned

**2. Investigations**

Under the direction of the Lead Investigator on a case, the Investigator I will:

- Participate in the investigative planning process
- Research policies, practices and legislative framework of the authority involved; review operational practices; review file information relating to a complaint, and data banks for previous similar incidents
- Interview complainants, government officials, members of boards or agencies, the public and others
- Compile, synthesize and analyze information collected
- Document findings in the case file and assist and/or prepare internal investigative reports
- Prepare draft correspondence of varying complexity for the Deputy Ombudsman and Ombudsman outlining the conclusions and recommendations of the investigation

- Address stakeholder expectations throughout, and sometimes after, the investigative process; including regular contact (verbal/written) with complainant
- Participate in projects as assigned

### 3. Client and referral services

- Provide information on the jurisdiction of the Ombudsman; advice on the process to be followed to submit a complaint for investigation; referral information on available appeals; referral information on non-jurisdictional matters
- Assist in the maintenance of a knowledge database of various formal and informal review/appeal processes for jurisdictional and non-jurisdictional authorities
- Proactively work with the complainants and authorities, elevating concerns when expectations are not being met and/or assistance is required

### 4. Awareness of the role of the Alberta Ombudsman's office

- Deliver public presentations on the role of the Ombudsman to community groups and organizations such as School-at-the-Legislature
- Provide information on the jurisdiction of the Ombudsman through telephone and walk-in inquiries
- Assess opportunities for promoting awareness on an ongoing basis
- Assist the Ombudsman on Outreach Tours across the province
- Visit jurisdictional offices when possible during investigations

**KNOWLEDGE, SKILLS & ABILITIES:** Provide a list of the most important knowledge factors, skills and abilities and specific training required for the job.

- The incumbent requires the ability to acquire knowledge of the functions and responsibilities of the Alberta Ombudsman office's systems and procedures
- Excellent problem-solving and analytical skills to synthesize large volumes of information, identify issues, and draw appropriate conclusions
- Ability to acquire the knowledge of provincial statutes, regulations, policies and applicable legislation and ability to apply to investigations
- Ability to acquire the knowledge of public administration including informal and formal decision-making and administrative processes
- Ability to effectively resolve complaints using a variety of conflict resolution techniques and strategies
- Excellent communication skills (both written and verbal) sufficient to explain complex issues in a succinct and plain manner and to adapt writing style in a manner that is suitable and appropriate for people of varied levels of sophistication/comprehension
- High degree of professionalism is required
- Exceptional organizational skills
- Computer skills including but not limited to case tracking systems, Microsoft software and social media
- The ability to interact with staff and the public with tact and diplomacy is crucial
- Experience handling confidential and sensitive communication is required

**MINIMUM EDUCATION STANDARDS:** The minimum education standards as defined by Corporate Human Resources.

University graduate in a related field and no experience; or a related two-year diploma from a recognized post-secondary institution and two years related experience; or a related one-year certificate from a recognized post-secondary institution and three years related experience.