



Position Description

Position Title:	Investigator, Children and Youth
Service/Team:	Children and Youth
Reports To:	Manager, Investigations
Affiliation:	Association of Management, Administrative and Professional Crown Employees of Ontario (AMAPCEO)

A. Position Summary

Investigators are delegates of the Ombudsman and conduct detailed reviews of complaints and identified and relevant issues. Often Investigators are tasked to work on complex, high profile, or sensitive issues, which may involve engaging with higher levels within a public body. The Ombudsman functions as an independent and impartial officer of the provincial legislature who investigates and resolves complaints with respect to maladministration within public sector entities including the provincial government, municipalities, school boards and publically funded universities

The Children and Youth unit focusses on complaints affecting children and youth and services provided by children's aid societies (CAS) services and residential licensees.

Investigators identify service gaps and key areas where improvement to services and programs for children and youth is required and they conduct reviews and formal investigations, utilizing an impartial and evidence-based approach throughout the investigative process. Working with their manager, Investigators are responsible for identifying relevant individual and systemic issues and pursuing effective strategies for obtaining evidence and resolving problems. All investigations are conducted based upon facts which are obtained during the review or investigation and which are independently reviewed and checked. Documents are written throughout the investigative process, documenting progress and analysis of evidence.

Investigators (Children and Youth) may be called upon to participate in outreach and educational activities related to their unit's mandate, as well as visits to residential and treatment facilities.

Each Investigator reports in the first instance to a Manager and ultimately to the Director of the Children and Youth team. Investigators work as part of a larger team and are expected to follow the office's methodology and frameworks for complaint resolution and investigations and to work collaboratively and maintain effective and constructive working relationships and communications with their colleagues in addition to members of the children and youth early resolutions team.

B. Duties & Responsibilities

1. Reviews, Investigations and Evidence Gathering

- Review files and gather necessary information to identify relevant issues
- Gathers preliminary facts and attempts resolution to problems where appropriate
- In consultation with manager, identifies those cases where formal investigation is necessary and appropriate
- Draft investigation plans for consultation and early identification of issues by assessing the scope and determining the methodology and techniques required to carry out a thorough and effective investigation
- Conduct thorough and objective investigations, involving both individual and systemic issues with a focus on rigorous fact-finding, fairness, timelines and attention to detail
- Coordinate list of people to be interviewed, communicate with complainants, officials and witnesses and conduct on site interviews and inspections to gather evidence
- Plan and conduct thorough interviews using a variety of interviewing techniques and record statements using electronic recording equipment
- Identify, obtain and review and analyze all documentation relevant to the investigation
- Identify potential investigative barriers and recommend effective solutions

2. Analysis and Reporting Writing

- Review and analyze all evidence collected during an investigation, including identification and analysis of any legal/regulatory issues
- Write detailed, high quality reports and correspondence setting out facts of a case cogently, objectively and accurately and in appropriate detail, followed by a well reasoned analysis and objective assessment of the evidence
- Recommend appropriate steps to take following analysis of the evidence including proposed findings and recommendations
- Write and/or assist in the preparation of high profile special investigation reports including findings, analysis and recommendations

3. Case Resolutions

- Assess potential for early or alternative resolution of cases and take appropriate steps to facilitate resolution

4. Project and Case Management

- Leads or participates as a team member on complex investigations from inception to completion, ensuring investigation is completed thoroughly and on time
- Manages assigned files in accordance with organizational standards including meeting established timelines and deadlines
- Uses case management system for data input and information retrieval

5. Other Duties/Accountabilities

- Establishes good working relationships with all stakeholders including complainants, officials and others
- Shares relevant information with other investigators and early resolution officers
- Maintains and close files in accordance with organizational standards
- Exercises independent judgment with limited direction and is accountable for decisions
- Consults with manager and/or legal counsel for guidance where appropriate
- Assists Early Resolution team with intake of complaints, obtaining all relevant information, and providing referrals as required
- Other duties related to investigations as required.

C. Position Qualifications

Education:

University degree in a field related to one or more of the following: law, social science, political science, psychology or public administration or an equivalent combination of education, training and experience.

Experience:

- Proven and recent experience (within last three years) in administrative and similar investigations in an oversight function.
- Preference will be given to those with 2 or more years experience.
- Experience communicating with children and youth and understanding issues that children and youth experience related to children's aid societies, residential licensees, and secure treatment.
- Legal experience is an asset

Personal Suitability:

The Investigator position requires a candidate with a high level of integrity and professional competence. They must be of good character, reliable and capable of being trusted to handle confidential, sensitive and personal information using the appropriate safeguards and discretion. Investigators must possess a strong analytical capacity and excellent interpersonal skills and must be capable of projecting a professional, objective, competent and capable image in their internal and external dealings, including with complainants, officials and other stakeholders. All communications must be handled with a high level of respect, courtesy and professionalism. Investigators must also be capable of demonstrating excellent judgment, initiative and discretion.

Language Requirements:

Proficiency in oral and written communication in the English language is required. Proficiency in oral and written communication in French is considered an asset.

Skills and Abilities:

- Developing/drafting investigative plans, gathering evidence, interviewing and report writing
- Demonstrated experience preparing high quality detailed investigation reports dealing with individual and systemic issues and including identifying and applying relevant legislation
- Strong analytical skills and the ability to impartially and objectively assess relevant evidence and exercise sound judgment
- Knowledge of the *Child Youth, and Family Services Act, Ombudsman Act, Ombudsman Ontario* jurisdiction, government and its structures
- Working knowledge of the child protection system in Ontario, as well as provincial government organizations, boards and agencies relevant to children and youth
- Well developed research skills
- Demonstrated commitment to customer service and quality principles in service delivery and application of administrative fairness
- Demonstrated understanding of issues affecting children and youth in Ontario
- Strong interpersonal skills, including the ability to deal with emotionally charged situations and to deal with vulnerable complainants
- Excellent organizational, administrative and time management skills
- Demonstrated ability to work independently and in a team environment

D. Work Environment

The Office of the Ombudsman offers a highly charged, demanding, energetic and challenging work place with opportunities to work on interesting cases directly affecting the citizens of Ontario. We emphasize a hard-working productive environment that encourages professional development and teamwork.

Physical Environment: Investigators work in an open-concept workspace that is designed to facilitate teamwork and frequent consultation and professional communication among colleagues. Some travel is necessary and some meetings are required off site.

Hours of Work and Travel: Hours-of-work per week are established by the Collective Agreement and individual work schedules are established and approved by management.

Time Pressures: Pressure to meet organizational timelines. While some deadlines are known in advance, volumes are not necessarily known in advance. Failure to meet deadlines may affect the Ombudsman's credibility and reputation. Duties may have quick turn around times.

Supervision Received: For the most part, the incumbent works independently and must have initiative necessary to perform most day-to-day functions of this position. Must use sound judgment and initiative in determining the appropriate solutions during investigations and in handling complaints, inquiries or problems. Responsible for decisions made in the course of duties.

Effect of Errors: Errors in judgment create risk of liability and loss of Ombudsman Ontario credibility and reputation.

Freedom to Make Decisions: Incumbent must operate independently with limited direction and must be able to make decisions on reporting and processing information based on a variety of choices. Incumbent may refer major issues and recommendations to Management.

Interpersonal Contacts:

Purpose: Regularly deals with confidential information. Have internal as well as external contacts including but not limited to internal staff, complainants, officials and the public. Contacts are for the purpose of receiving complaints and obtaining information required for investigating, problem solving and reporting. Often required to deal with individuals outside of the sphere of control.

Nature: The incumbent frequently deals with individuals who may be distressed or irate or with whom a negative message is to be delivered.

Contact: Complainants view the incumbent as a representative of Ombudsman Ontario, and tend to hold him/her accountable for quality of information and advice provided, investigation and resolution of complaint. The incumbent is expected to resolve most of the issues, passing on only the most complex or sensitive issues to a Manager. The incumbent must be able to determine which is the appropriate action given the specifics of each review/investigation.