



Position Title: Investigator (Bilingual), French Language Services

Unit: French Language Services

Reports To: Manager, Investigations and Early Resolution

Affiliation: Association of Management, Administrative and Professional Crown Employees of Ontario (AMAPCEO)

Job Level: 6

A. Position Summary

As an investigator with the Ombudsman of Ontario, an independent Officer of the Provincial Legislature, you will be working both independently and within a team environment, to investigate major complaints in the delivery of the *French Language Services Act (FLSA)* in Ontario.

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 French Language Services Commissioner is appointed under the *French Language Services Act*. The Commissioner oversees the French Language Services Unit. The Unit's mandate is to encourage compliance with the *FLSA* through the conduct of independent investigations and reporting, either in response to complaints or on the Ombudsman's or Commissioner's own initiative. The Unit also monitors the progress made by government ministries and its agencies in the delivery of French language services in Ontario.

Investigators identify service gaps and key areas where improvement to services and programs for French Language Services is required and they conduct reviews and formal investigations, utilizing an impartial and evidence-based approach throughout the investigative process. The incumbent is responsible to lead, manage and conduct



complaint investigations and related research, to develop, lead and manage working relationships with complainants in the Francophone communities and other Francophone key stakeholders in Ontario.

B. Duties & Key Responsibilities

Investigations and Evidence Gathering

- Review files and gather necessary information to identify relevant issues
- 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, government staff 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

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 the annual report as well as investigation reports including findings, analysis and recommendations



Case Resolutions

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

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

Other Duties/Accountabilities

- Establishes good working relationships with all stakeholders including complainants, governmental officials and others
- Shares relevant information with other investigators and early resolution officers and partners with them when required.
- Maintains and closes 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
- Other duties related to investigations as required.

Research and Project Management

- Carries out investigations including in-depth, formal and informal inquiries and analysis; identifies objectives, timeframes, major milestones, priorities, terms of reference and parameters; establishes work plans and reviews progress and results. Leads the investigation with reference to the work (e.g., sourcing and identification of investigations, data, design of data capture models and instruments). Provides reports on results, corroborates information, presents commentary and advises the Manager, Investigations and Early Resolutions.

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 two or more years' experience.
- Oral and written communications skills at the superior level in both English and French languages.
- 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.
- Expert knowledge of the *FLSA*, its interpretation and application; knowledge of the legislative roles of the Ombudsman, French Language Services Unit and understands the political sensitivity and historical background of French language service delivery issues, to: lead and manage the development and implementation of a strategic framework supporting the delivery of French language service in Ontario and compliance with the *FLSA*.
- Ability to analyze and synthesize complaints, identify relevant individual and potential systemic issues, assess jurisdiction and identify avenues for potential recourse.
- Expert applied knowledge of complaints investigation theory, principles, practices and strategies; information and issues synthesis, analysis and evaluation skills, to lead/manage the investigation and remediation of complaints made to and/or initiated by the Ombudsman or the Commissioner with respect to the delivery of French language service across the government and its agencies.

- Highly developed knowledge of and skills in the design and implementation of investigative protocols, to develop protocols for the categorization and management of complaints in support of the Commissioner.
- Knowledge of current government/ministry corporate policy and program development and practices, to: identify priorities and options, plan, develop/review and implement French language service program and policy strategies.
- Excellent knowledge of Francophone communities in Ontario, other Francophone key stakeholders as well as linguistic and cultural issues, to develop and manage relationships, partnerships and liaison initiatives with Francophone communities and support the Ombudsman and Commissioner's interest in the enhancement and development of the Francophone population of Ontario.
- Issues management skills and persuasiveness, to ensure the proper monitoring of, and compliance with the delivery of the *FLSA*; support the early identification of issues and appreciate the viewpoint of complainants; consult with management on recommendations for improvements in French language service delivery
- Proficiency in the use of a variety of standard and specialized computer business software/applications such as: MS Word, database, Excel, PowerPoint, graphic and statistical programs/software; and knowledge of Intranet, Internet and e-mail, to perform own work activities, prepare various written material, conduct searches, and communicate with all internal and external partners and stakeholders. Knowledge of database, to implement the current French Language Services' database in order to ensure functional performance.

D. Initiative, Problem Solving, Key Issues and Challenges

- The position works under the direction of the Manager and within the broad framework of the government and ministry policies and directives for French language service delivery; the spirit, intent and requirements of the French Language Services Act; and the agenda and mandate of the Commissioner of French Language Services. The position works with a high degree of initiative in an area of on-going conflicting and visible priorities/demands.

E. Decision Making:

- Judgement is exercised in identifying issues warranting investigation and in collaborating with legal counsel on the definition and analysis of such issues (e.g., compliance with *FLSA*), therefore, leading to the conduct and management of major and complex investigations involving the analysis of results and the development of options for resolution to the Commissioner.
- Work is carried out in a typical office environment. The Investigator is expected to take a principled approach to decision making, using sound judgment and common sense and ensuring that the organizational principles of the office are respected, such as integrity, professionalism, timeliness, thoroughness and accuracy, relevant, and meaningful responses to complaints. Advice, guidance and support are available from management and the Commissioner. The Investigators are expected to determine when consultation is appropriate.
- 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, while keeping management informed of complaints and their complexity. The incumbent must be able to determine which is the appropriate action given the specifics of each review/investigation.
- The French Language Services management team has the right to assign additional duties.

F. Working Conditions

Physical Effort
Limited to regular office work. Long periods of sitting at a computer. On occasion may experience eyestrain from concentrating on the monitor of a desktop computer for extended periods of time. May be required to stand occasionally for presentations.
Physical Environment
Usual work environment is an office setting. Periodically needs to travel to different work sites to attend meetings and or conferences. May be required to telework when appropriate and operational requirements dictate.
Access to Confidential Information
Investigator must ensure that the confidentiality obligations of all complainant files are respected according the Office's administrative manual.
Teamwork and Supervision:
The Investigator is expected to work collaboratively and respectfully with all their colleagues and stakeholders. The Investigator is expected to work effectively and efficiently with minimal supervision, taking the initiative to find solutions to any problems, which occur and to identify creative ways to improve the quality of service provided.
Sensory Attention
Close attention to auditory and visual information is required when attending meetings and briefings, where the incumbent is called upon to pay close attention to verbal and non-verbal cues. Sustained attention is required to review and edit documentation, and to compose various forms of reports.
Mental Stress
Mental stress resulting from the pressures associated with the requirement to prepare and review key policy and strategic documentation that will be available for public scrutiny and comment, with little margin for error. Unpredictable situations requiring response within short timeframes also contribute to mental stress, as do changing priorities, changing technologies, and deadlines. There is a need to maintain composure when replying to enquiries from individuals that are irate or upset.

Time Pressures
<p>The incumbent occupies a busy and demanding position, which requires regular multi-tasking and the ability to deal professionally and competently with a high volume of work. The incumbent must be capable of dealing with competing demands and priorities and must be highly organized in their work. A maximum amount of flexibility is required in order to ensure that investigations, research and projects are dealt with in a timely and responsive fashion.</p>
Effect of Errors Impact of Decisions
<p>Decisions directly have impact on the ability of the Ombudsman, the French Language Service Commissioner and Management to achieve goals and objectives for the development of a strategic framework, including policy and program strategies that involve legislative issues. Decisions have a significant impact on the government ministries, its agencies and the Francophone communities. Incorrect analysis and inaccurate integration of strategies would have a significant negative impact on the Commissioner's decision-making.</p>
Interpersonal Communications and Contacts
<p>Purpose: Regularly deals with confidential information. Have internal as well as external contacts including but not limited to internal staff, complainants, government 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.</p> <p>Nature: The incumbent frequently deals with individuals who may be distressed or irate or with whom a negative message is to be delivered.</p> <p>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.</p>