

Job Description

Job Title:	Investigation Coordinator/Administrative Sergeant
Department:	Police Services
Reports To:	Director, Police Services
Jobs Reporting:	N/A
Salary Grade:	USG 11
Effective Date:	March 15, 2018

Primary Purpose:

The Investigation Coordinator/Administrative Sergeant position reports to the Director, Police Services.

The incumbent is responsible for the investigation of more serious or sensitive complaints, VIP security arrangements, special event security assessments and briefing members of the University community on issues of interest in relation to safety and security. The incumbent will achieve these goals by working closely with the University of Waterloo Police patrol members, all members of the University of Waterloo community, Waterloo Regional Police Service and other agencies that support safety and security in the community. The objective is to provide an exemplary level of safety and security on campus and when situations occur that require police intervention, it is conducted with a professional and competent approach. The duties must also be conducted in accordance with the conditions contained in the formal working agreement between the local Police Services Board and the University. The person filling this position has a tremendous amount of responsibility in supporting the members of the University community and representing the University of Waterloo and the University of Waterloo Police Service to all agencies outside of the University.

Key Accountabilities:

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how".

1.	<p>Conducting Investigations</p> <ul style="list-style-type: none"> • In conjunction with the Operations Manager, conduct and supervise all serious investigations that could proceed with court action. • Conduct internal investigations into serious University policy breaches. • Conduct Occupational Health and Safety Act investigations which could involve workplace violence and harassment. • Evaluate evidence collected and discovered at a crime scene and interpret the degree of importance or value that should be placed on it in support of a charge against a person. • The consequence of not thoroughly evaluating all the evidence in support of a charge could result in a guilty person going free or an innocent person being wrongfully convicted. Either situation could result in liability for the University. • Maintain continuity of all seized evidence to comply with the standards expected by the courts. • Ensure that all investigations are conducted in accordance with current federal laws, provincial statutes, judge's rules and University policies. • Ensure investigations are conducted in compliance with the rights of the individual as contained in the Canadian Human Rights Act. • Investigations conducted into allegations of breaches of University policies and procedures, the incumbent must be sensitive to University requirements as they relate to union, staff and faculty association issues. • Upon completion of the investigation, where there is a finding that a breach of policy has, or may have occurred, the incumbent shall complete a report to the Director of Police Services
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	<p>(Director) outlining the findings. This report will then be forwarded to the appropriate supervisor or Associate Dean, as the case may be.</p> <ul style="list-style-type: none"> • Supervise the activity involved in conducting the investigation which includes the preparation and submission of all reports as well as court documents. • Conduct training to inform Officers of any changes in law or procedures that impact on the way investigations are conducted or how charge documentation is prepared for court. • The incumbent is this department's main contact with the various investigative branches and units within Waterloo Regional Police Service and is the contact person with the Crown Attorney's office in presenting the case to court. • There is a requirement with certain investigations to be the first person in touch with a University member's family. If there is a notification of death to be made, for example, it must be done with a degree of sensitivity and compassion obtained through experience, maturity and training. There are many less serious situations that require a good deal of time arranging counselling and assistance for students and other members of our community that come to the attention of the University of Waterloo Police. • Conducting investigations requires an above average level of analytical, evaluative, interpretive and constructive thinking. • Ensure that the Director and the Manager, Police Operations (Manager) are kept fully apprised of new investigations and the status of all ongoing investigations. • Ensure that the victim(s) or other persons with special interest are advised on the status of their particular case as it progresses through the system.
<p>2.</p>	<p>Operational Duties</p> <ul style="list-style-type: none"> • Coordination of special events, including but not limited to, Convocation, Canada Day, Move-In, etc. • Responsible for creating operational plans for VIP visits, addressing safety concerns and liaising with RCMP/OPP and other law enforcement agencies. • Assist with creating charge back documentation to other University departments for the recovery of staff wages who were assigned to the event. These charge backs exceed \$50,000 per annum. • Ensure that all appropriate charge backs to the organizing University departments are issued. • Arranging extra security required for special events which may come from the Waterloo Regional Police Service or private security firms. • Resource for Patrol Sergeants and all Special Constables. • First point of contact for questions where on-duty staff is unsure what action to take, for which these queries frequently occur after hours. • Although Sergeants and Special Constables are not direct reports to the Investigative Coordinator/Administrative Sergeant, he/she is considered a higher departmental authority, and when the need arises, is expected to direct these Patrol Sergeants and Officers to fulfill their duties and responsibilities. • The Investigative Coordinator/Administrative Sergeant is part of the command team of the department, in conjunction with the Director and the Manager. • Alternate for the Director in the Emergency Control Group (ECG). • Perform additional assignments and special events as assigned by the Director.
<p>3.</p>	<p>Administrative Duties</p> <ul style="list-style-type: none"> • This position comes with a tremendous amount of responsibility and accountability in supporting the members of the University community and representing the University of Waterloo and the University of Waterloo Police Service to all agencies outside of the University. • Manage seized property for UW Police Services, which entails receiving all property seized by the police and logging it into an internal system. Some items, such as controlled substances, may need to be sent for forensic analysis. • Responsible for taking narcotics to Waterloo Regional Police, to be forwarded through them for analysis and/or destruction.

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	<ul style="list-style-type: none"> • Responsible for appropriate disposal when seized property is no longer required for evidential value. • Custodian of all seized property in possession of University of Waterloo Police. • Maintaining continuity and control of seized property. • Quartermaster mutually responsible for the ordering of all equipment and clothing for the unit, while being mindful of budgetary restrictions. • Assume the duties and responsibilities of the Manager when he/she is on leave, course or absent for any other reason.
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Required Qualifications:

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education: • Graduate from a recognized police college or academy or a diploma from a recognized community college in Law Enforcement/ Police Foundations two-year program required, or equivalent. • Valid Ontario G class Driver's License. • Current standard level of first aid certification and current basic rescuer level CPR

Experience: • Extensive supervisory experience required • Experience in the planning and coordination of large-scale-multi-agency events • Demonstrated ability to deal effectively with a community comprised of mainly young people with a variety of socio-economic and ethnic backgrounds • Works using their own initiative with little to no supervision • Strong network of contacts with all levels of University of Waterloo community and outside agencies • The incumbent will be required, on occasion, to interact with family/friends of victims of serious/fatal incidents • Works well under pressure and in the face of uncertainty can make necessary decisions

Knowledge/Skills/Abilities:

- Above average level of analytical, evaluative, interpretive and constructive thinking
- Above level of computer proficiency with Microsoft Office (Excel, Word, and Outlook)
- Other Software:
 - D3 Incident Reporting Software
 - AIMS Automated Issuance Software
 - Aimetis Symphony Client Camera Software
- Demonstrated ability to:
 - Ability to make appropriate decisions
 - Maintain a high standard of public relations at all times
 - Set priorities, manage a high work demand and conflicting priorities, and meet deadlines
 - Work independently with minimal supervision
 - Communicate ideas and/or information effectively to others verbally and in writing
 - Exercise judgement and discretion when handling confidential and sensitive information
 - Use reason and judgement to make effective decisions and develop solutions to problems
- Excellent oral and written communication, organizational, time management and problem solving skills

Nature and Scope:

- **Contacts:** This position will work with public stakeholders as well as any internal staff, faculty and students. This also includes visitors to campus. There will also be a requirement to communicate with Law Enforcement Agencies.

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- **Level of Responsibility:** • Responsible for enforcing the Criminal Code of Canada, provincial statutes, City of Waterloo by-law's and the policies of the University of Waterloo • Provide an environment of the highest possible security for members of a diverse university community and its visitors • Knowledgeable and accountable for their actions. • Arrests, detention and investigations must be conducted in accordance with the Canadian Charter of Rights and Freedoms, current federal laws, provincial statutes, judge's rules and university policies • Arranging counselling and assistance for people in distress • Conduct themselves at all times, in a manner that does not bring discredit to their Police Service or to themselves while on and off duty. • The incumbent's character and conduct must be exemplary. • Unrestricted access to the entire University as well as access to highly sensitive information requiring a strict level of confidentiality and bestowing a great deal of responsibility and trust.
 - **Decision-Making Authority:** • Determine the appropriate response and solutions to situations and queries that are brought to their attention • Authority to use discretion and exercise it while enforcing all authorized laws and university policies on campus • Prioritizing calls for service and assigned tasks based on level of severity and possible risk.
 - **Physical and Sensory Demands:** • Exposure to long periods of standing, walking and sitting • Maintain a reasonable level of physical fitness to restrain a violent person and use physical force • Requires exertion of physical or sensory effort resulting in extreme fatigue, strain or risk of injury
 - **Working Environment:** • Occasionally there is unavoidable exposure to dangerous situations or to hazardous substances and environments • Occasionally there is unavoidable exposure to dangerous or unpleasant environmental elements such as infections or disease, bodily fluids, fire, noise or air pollutants, chemicals, odours, extreme temperatures, adverse weather conditions for driving and for outdoor work • Exposure to crisis situations, emotionally disturbing experiences and/or interactions with people who are emotionally upset, angry, abusive, aggressive, mentally unstable or unpredictable • Lack of control over work pace due to unpredictable, irregular and/or high call volumes.
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