Job Description

Job Title:	Senior Investigations Specialist
Department:	Conflict Management Office
Reports To:	Director, Conflict Management Office
Jobs Reporting:	None
Salary Grade:	USG 10
Effective Date:	June 2024

Primary Purpose

The Senior Investigations Specialist [SIS] is part of the Conflict Management team that provides a range of formal and informal resolution services to the campus community. The SIS is primarily responsible for, but not limited to, conducting internal investigations in matters involving complaints of sexual violence, human rights violations, workplace harassment and systemic issues. In addition, the SIS will support line management with their requirements related to the exercise of institutional due diligence.

Key Accountabilities

Case Management

- Responds to initial inquiries from internal client's or campus resources re: the provision of investigations services.
- Advises internal clients as to the statutory obligations impacting formal investigation processes.
- Refers internal clients to alternate resources [e.g. UW Police] to either enhance the effectiveness of the investigation or to consider a more suitable process.
- Responds to inquiries to conduct exercises in matters of organizational due diligence.

Pre - Investigation

- Assesses whether there is a reasonable basis on which to proceed with the formal process [i.e. prima facie assessment] and communicates as appropriate.
- Conducts inquiries in support of case assessments.
- Prepares formal Prima facie or case assessments reports for delivery to clients.
- Meets with the complainant[s] and the respondent[s] to ensure they have a thorough understanding of the relevant policies, procedures, statues as well as the available resources.
- Responsible for ensuring the respondent[s] are aware of the allegations and they are provided with a reasonable time to respond.

Investigations

- Develops an investigation plan to guide the initial steps of the process. In doing so, determines what allegations or relevant facts are in dispute and identifies potential sources of evidence.
- Collect evidence from all appropriate sources including witness interviews and hard evidence [e.g. digital evidence, documentation].
- Consistently considers and adheres to University policy, principle of natural justice and fair process when collecting, assessing and weighing evidence in support of findings.
- Adheres to established timelines and is accountable for any procedural delays.
- Provides regular updates to the internal clients, complainant[s], respondent[s] and their support personnel.
- Prepares a final report for presentation to the client setting out the allegations, evidence, relevant procedural matters, findings [facts, credibility, and policy analysis].

- Notifies all parties [witnesses included] at the conclusion of the investigation and the submission of the final report.

Post Investigations

- Respond to post investigation inquiries from the internal client and provides assistance in communicating investigation results to the parties.
- Provides recommendations to the internal client on matters of concern identified within an investigation [i.e. systemic concerns].
- Secures all relevant materials from the investigation consistent with the department's records management process.
- Responds to, and makes themselves available for, any post investigation procedures or actions involving the University's response to the investigation and its findings [e.g. arbitration, OHRT tribunal].

General

- Maintains through and complete records of all case management activities
- Monitors, on an ongoing basis, the effectiveness of the internal investigation process and, where deficiencies are noted, consults with the Director.
- Maintains a 'Best Practice' manual that sets out established procedures, templates and decision - making criteria to ensure consistently fair and transparent practices.
- Ensure that they remain well informed of all relevant legislation, policies and enhancements to investigatory practices.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University degree or equivalent education and experience
- Graduate degree in law preferred
- Essential that the incumbent is trauma informed, or willing to participate in training to become trauma informed.

Experience

- 5-7 years' experience in conducting investigations within large, decentralized organization. That is experience with evidence management, interviewing, procedural determinations, procedural fairness, decision making and report writing. Experience within a post-secondary education setting an asset.
- 5-7 years' experience in conducting investigations within the organizational setting on matters of interpersonal misconduct [i.e. harassment, discrimination, sexual violence].
- Experience working with victims of sexual violence from a trauma informed lens an asset.

Knowledge/Skills/Abilities

- High degree of understanding of procedural fairness and evidence management related investigations and report preparation
- Exceptional interviewing skills as demonstrated by ones' ability to be professional, compassionate, and empathetic.
- A strong knowledge base in Ontario human rights legislation, workplace harassment legislation and their related policies and guidelines

- Superior written communications, with the ability to organize and present complex content in a clear, concise and meaningful manner.
- Exceptional decision making abilities to guide fair process and accurate evidence assessment.
- Exceptional oral communications especially within the interview and client contact setting.
- Exceptional ability to organize and prepare to conduct thorough interviews with compassion and empathy

Nature and Scope

- **Contacts:** Primarily connects with multiple internal clients and parties, however may engage external parties as required.
- **Level of Responsibility:** High level of responsibility in the exercise of investigation work given the University relies heavily on the findings in matters of remedy and discipline.
- **Decision-Making Authority:** Possess a high degree of decision making authority with potential impact on individuals and the university
- **Physical and Sensory Demands**: Responding to emotional and aggressive behaviour given parties can often be experiencing a range of negative emotions.
- **Working Environment:** Office based environment, with a majority of day to day activity taking place on campus. Occasional off campus activity related to professional development opportunities and witness interviews.