



## INVESTIGATOR

### **Job description**

The College of Acupuncturists of Alberta is the regulator of Acupuncturists in the Province of Alberta. Our mandate is to ensure public safety and regulate in the public interest.

We have an opportunity for an **INVESTIGATOR** to join our team. Reporting to the Complaints Director, you will be responsible for the investigation of complaints filed pursuant to the *Health Professions Act*.

As an Investigator, you will use superior communications skills and advanced investigative techniques to conduct investigations relating to allegations of unprofessional conduct.

### **Primary Responsibilities**

- the formal investigation and preparation of detailed investigation reports for complaints as assigned by the Complaints Director.
- Interview complainants, regulated members and witnesses as appropriate.
- Obtains information and/or documentation to properly analyze complaint; gathers evidence through unbiased and fact-based methodology.
- Collects and analyzes relevant documents, records and policies.
- Provides appropriate communication to regulated members, complainants, witnesses, and the Complaints Director throughout the investigation.
- Prepares investigation report in accordance with principles of proper report writing.
- Provides input into improvements for the department process and procedures, and assist in developing new policies and procedures as needed.
- Contributes to continuous improvement of the investigation process.
- Provide testimony at hearing tribunal/disciplinary hearings.

### **Skills**

- Ability to conduct a fair, objective and thorough investigation into unprofessional conduct complaints to build a case that proves or disproves an unprofessional conduct allegation.
- Well-developed analytical skills, the ability to be resourceful and attentive to details to produce accurate and high-quality work.
- Excellent communication skills: both written and verbal.
- Proven ability to effectively handle investigations in a discreet, confidential and professional manner.
- High level of professionalism, integrity and accountability.
- Ability to work efficiently in a self-directed manner with minimal supervision.

- Organizational and time management skills are essential to prioritize work, multi-task and to meet time-sensitive deadlines.

## **Qualifications**

- University degree in Law Enforcement or related field or equivalent.
- Formal training in medical/legal investigations or equivalent combination of education and experience.
- Minimum five years of relevant, progressive and varied investigation experience and conflict resolution in law enforcement or regulatory environments; regulatory experience is preferred.
- Experience in regulatory, medical, and/or legal investigations is required.
- Knowledge of acupuncture is preferred.
- Demonstrated complex problem-solving skills.
- Demonstrated excellent written and oral communication, including interview skills.
- Working knowledge of, and experience with, relevant legislation, administrative law, professional discipline and investigations is preferred.
- Ability to read and interpret legislation.
- A demonstrated ability to write organized, concise and well-reasoned investigation reports.
- Demonstrated understanding of diversity, inclusion, bias and cultural safety as it applies to investigations is an asset.
- Experience and knowledge in trauma-informed investigative practice is an asset.

This position will commence as a part time contract with the possibility of a part-time position with the College being developed. Along with your resume, please submit a cover letter outlining why you are the right candidate for this position. Submissions without a cover letter will not be considered. The successful candidate will be required to provide a Criminal Record Check satisfactory to College of Acupuncturists of Alberta. We thank all applicants for their interest in College of Acupuncturists of Alberta. Only those selected to move forward in our selection process will be contacted. Applications should be submitted to [complaintsdirector@acupuncturealberta.ca](mailto:complaintsdirector@acupuncturealberta.ca)

**Deadline for Applications: December 3, 2021 or until a suitable candidate is found**