

## Investigator

The College of Early Childhood Educators (the College) regulates more than 58,000 members of the early childhood education profession in the public interest, pursuant to the *Early Childhood Educators Act, 2007*. The College issues Certificates of Registration, has established a Code of Ethics and Standards of Practice for the profession, and responds to concerns about members through a complaints and discipline process. The College is a not-for-profit organization with a staff of 60 and an annual operating budget of approximately \$10M.

Our members come from diverse backgrounds and so do our employees. As an equal opportunity employer, the College continues to create an inclusive environment.

We are seeking a professional with an analytic mind, good judgment, well organized and detail-oriented to investigate complaints/reports dealing with a diverse range of issues involving professional misconduct and incapacity concerns in accordance with legislated requirements and department policies. Adaptability, flexibility and being comfortable working in a high volume work environment will be invaluable in this role.

Reporting to the Manager, Investigations, the key areas of responsibility are to:

- Receive and review initial complaints and information to gain a comprehensive understanding of the issue to be investigated.
- Identify issues to be investigated, documents to be collected and key witnesses to be interviewed and develop a comprehensive plan to investigate the complaint/report.
- Conduct investigations of the complaints/reports and produce a brief of the issues.
- Determine techniques required to carry-out thorough and objective investigations.
- Identify, obtain and analyze information and documentation relevant to the investigation, using solid understanding of possible legal and regulatory issues.
- Identify discrepancies and gaps in information.
- Conduct telephone interviews with key witnesses and draft summaries of the interviews.
- Document all verbal communication in relation to the investigation.
- Conduct inquiries to locate witnesses and other information required to inform the investigation (e.g. iMIS search, telephone inquiries and internet searches).
- Prepare documentation required to obtain information and document findings related to an investigation (e.g. to summons police records or Children's Aid Society file, to summarize information received, draft undertakings to resign during or as a result of an investigation).
- Organize and compile investigation records. Ensure disclosure of documents obtained throughout the investigation and redact personal and sensitive information.

- Provide testimony regarding investigative content and/or process in disciplinary hearings.

## Qualifications

- Two or three-year college program.
- 1 to 3 years' experience in the regulatory or early childhood education sector.
- Knowledge of investigation techniques to enable collection of information completely, accurately and fairly.
- Knowledge of the early childhood education sector as well as professional regulation.
- Knowledge and understanding of legal and administrative law principles such as procedural fairness, confidentiality, privacy, human rights and evidence law.
- Knowledge of the Early Childhood Educators Act, 2007 and familiarity with the College's Code of Ethics and Standards of Practice.
- Judgement and analytical skills to assess risks and identify issues relevant to an investigation.
- Flexibility to work well independently and in a team in an environment with competing priorities.
- Written communication skills to prepare detailed and accurate investigative documentation.
- Listening, verbal communication and relationship building skills to communicate with a variety of stakeholders (e.g. courts, Police, complainants, employers) to collect and provide information related to investigations.
- Resilience, tact and diplomacy to communicate with occasionally irate and frustrated individuals (e.g. members, complainants, witnesses) on sensitive matters in a respectful and culturally appropriate manner.
- Professional judgment to ensure that information disclosed is appropriate and to maintain neutrality towards all cases/ issues encountered in the role.
- Time management and attention to detail to prepare accurate summaries of investigation files and ensure that all investigations are completed within required timelines.
- Fluency in both official languages (English and French) is required.

The College of Early Childhood Educators is committed to providing accommodations in our hiring process for people with disabilities. If you require an accommodation, please contact us and we will work with you to meet your needs.

Most of our employees are working remotely until September 30, 2021.

Please submit your cover letter and resume on our [website](#). The position will remain open until it has been filled. We thank all applicants, however, only those considered for an interview will be contacted.