

MANAGER, INVESTIGATION AND ENFORCEMENT



A P E G G S

*Association of Professional Engineers
& Geoscientists of Saskatchewan*

Department	Manager, Investigation and Enforcement
Position Summary	Reporting to the Director, Professional Standards, the Manager, Investigation and Enforcement is accountable for the investigation and enforcement function on behalf of APEGGS. This includes responsibility for educating and/or providing guidance to members on the complaint and investigation process in place at APEGGS, and responsibility for ensuring the APEGGS internal sources of information are managed through a clearly understood enforcement strategy. The position is responsible for establishing programs and practices for managing complaints and inquiries. It leads the investigation process concerning allegations of professional misconduct or incompetence, ensuring that processes employed meet requirements of the legislative framework and administrative law, and are executed in a consistent, efficient manner. This position supports the Investigation Committee and is a member of the APEGGS management team. It supports peers within the Professional Standards Department, as a member of the team and as back-up support.

Key Accountabilities and Duties

Investigations

- Manage, monitor, evaluate, and enhance the investigation process in alignment with APEGGS professional standards, policies, and regulatory requirements (as defined in the Act and Bylaws)
- In consultation with Communications & Public Relations Department, develop communication methods to enhance public awareness of the purpose of the complaint process and how to readily access it
- Establish metrics and targets aimed at ensuring timely response to complaints received, and at providing a method of tracking response performance
- Build partnerships with external stakeholders and service providers (i.e. legal counsel, investigative bodies) while exercising sound professional judgment
- Maintain and prepare investigation reporting, including year-over-year statistical trends on number and types of investigations, together with supporting analysis. Utilize reporting analysis and trends to identify opportunities for:
 - Enhancements to the complaint process
 - Education and/or training to raise awareness of issues deemed to trigger complaints, allegations, and investigations
- Provide support to the Investigation Committee, including preparing agendas, pre-read materials, meeting presentations, facilitating discussions, and maintaining action logs
- In consultation with the Director, Professional Standards, provide investigative resources to the Investigation Committee

Enforcement

- Develop, communicate, and maintain an enforcement strategy that encompasses a variety of sources of information leading to enforcement activities, including those generated internally through:
 - Waiver holders and administrative suspensions
 - ERC notifications (unsupervised practice)
 - Ceased members
 - Corporate registration audits
- Manage, monitor, evaluate, and enhance methods of enforcement to ensure that individuals offering engineering or geoscience services, or using the titles protected in *The Engineering and Geoscience Professions Act*, are qualified (academic and professional experience) and appropriately licensed
- In consultation with the Registration Department and Manager, Corporate Registration, ensure qualified practitioners and organizations pursue the appropriate licensure and registration protocols to become APEGS members
- In consultation with the Director, Professional Standards, support the prohibition activities against unqualified practitioners who engage in misuse of title or scope of practice
- Represent APEGS at the National Discipline and Enforcement Officials Group

Operations

- Collaborate with Manager, Professional Development and Compliance and Manager, Corporate Registration to identify professional development resulting from investigations and enforcement trends and issues.
- Support the professional development (PD) program by providing input and subject matter expertise on content related PD learning topics such as ethics, APEGS investigation and enforcement processes, public awareness, etc.
- Provide direct people leadership to any direct reports including all HR administration, onboarding, orientation, training and performance management, employee relations, and safety.
- Prepare and recommended annual budgets to efficiently and effectively operate the APEGS investigation processes and enforcement programs; manage programs within the approved budget.
- Initiate opportunities to strengthen cross functional cohesiveness of the management group on projects or programs that impact other departments/areas of APEGS.
- Within budget, negotiate, recommend, and manage third-party service contracts as needed to effectively carry out investigation and enforcement deliverables and outputs.
- Develop effective working relationships with service providers, volunteer committee members, subject matter experts to strengthen investigative and enforcement processes as self-regulated professions.
- Actively participate in strategic and operational planning processes, as part of the management team. Apply the outcomes of APEGS planning and prioritizing exercises to guide investigation and enforcement focus and priorities, key performance metrics, and reporting (in consultation with the Director).
- In consultation with the Executive Director and Registrar, fill in for the Director, Professional Standards, including:
 - Attending Committee/Board/Council meetings when Director is unable

- Taking lead on resolving pressing issues, needed decisions, team-related issues, or meetings, in absence of Director
- Keep abreast of developments and industry trends related to the engineering and geoscience professions across Canada.

Qualifications

Education and Experience

- Professional Engineer (P.Eng.) or Professional Geoscientist (P.Geo.) registered in Saskatchewan or eligible for registration in Saskatchewan.
- A post-secondary degree in a relevant field of study, including Business, Commerce, or Law, will also be considered.
- 5+ years of related progressive experience, preferably in a legal or investigative setting.
- Experience in a regulatory environment, including volunteer experience, is considered an asset.
- Experience in training, supporting and guiding volunteer groups and committees is considered an asset.

Knowledge, Skills and Abilities

- Advanced investigating skills, acquired through experience and specialized training, with an ability to probe complex situations to assess behaviour, intent, and fact-based outcomes in an independent and objective manner.
- Advanced writing skills, with experience in articulating evidence-based findings and results
- Demonstrated knowledge of administrative law principles such as procedural fairness, along with relevant case law would be considered a strong asset.
- Demonstrated knowledge of home statutes, laws, regulations, and policies governing the practices of engineering and geoscience and regulation of engineering or geoscience professionals and corporations would be considered a strong asset.
- Proven computer skills including demonstrated competence in Office 365.
- Proven ability to apply sound judgement and make decisions reflective of facts, protocol, and applicable policy guidance, while also demonstrating regard for any unique, complex, or sensitive circumstances.
- Skilled in building trusted connections and maintaining effective working relationships both internal and external to APEGS.
- Proven ability to collaborate with others to ensure a healthy and supportive work environment.
- Models effective, forthright, and respectful verbal communication and interactions with internal and external contacts, with a strong commitment to help others be successful.
- Demonstrated self-awareness, accountability of self, and personal capacity.
- Demonstrated ability to adapt, and apply resiliency in response to change or unfavorable situations.
- Demonstrated business acumen.