

investigations which might include surveillance. These investigations can be referred internally by other units within the organization or from externally (tips). Investigator also reviews Claims files to identify instances of non-compliance with the *Workers' Compensation Act* (WCA) and follows up on the identified issues. Investigator reviews Medical Suppliers payments to ensure their accuracy and validity and might do site audits.

The WSCC Investigator routinely reviews Employer files to identify practices and processes that can be improved to make the WSCC employer services administration process more efficient. This authority comes under section 67 (2) of the *Acts* of the Northwest Territories and Nunavut which defines the Workers' Protection Fund (The Fund) as one indivisible fund for the purposes of paying compensation and determining assets and liabilities.

RESPONSIBILITIES

1. Initiates, undertakes and/or arranges for investigations of potential fraud and abuse.

- Reviews claim files, WSCC policies and legislation to determine whether an investigation is warranted for a referral.
- Investigates work-related incidents where fraud or abuse is suspected; and recommends action and possible remedies.
- Assists claims staff in collecting information on claimants or pensioners when referred by Claims.
- Conducts interviews with workers, employers, medical professionals, government agencies, witnesses and members of public; obtain statements, affidavits when required.
- Undertakes surveillance as part of a planned approach to acquire necessary evidence within the confines of provincial and federal statute provisions governing activity of this nature. I.e. *Workers Compensation Act*, Criminal Code of Canada, Canadian Charter of Rights and Freedoms.
- Compiles and collects all inquiry data/evidence detailing circumstances and findings. Secures and maintains continuity of exhibits i.e. Video tapes, documents to be presented as evidence in court proceedings.
- Negotiates fee structures for contract investigators and manages their activities and performance.
- Maintains investigation files and provides status updates, feedback, and expert opinion to WSCC employees on investigations.
- Reviews supplier payments and contracts for their validity and accuracy, investigates inaccuracies if any.
- Assists Employer Services to identify employers that are new, working outside their classification or under-reporting their payroll.
- Reviews Employer/Claims files with regular penalties and recommend further course of action.
- Assists Prevention Services in locating people and collecting evidence for investigations.

2. Plans and directs the WSCC's response to fraud and abuse threats.

- Works with Manager, Internal Audit and Investigations to develop and implement policies, procedures and operational guidelines to improve internal processes related to fraud and abuse.
- Assists in the development and update of the WSCC Fraud Prevention Strategy, with guidance from the Manager, as required.
- Uses the WSCC Fraud Prevention Strategy as a guide to carry out day to day duties.
- Establishes and measures the WSCC's scope of fraud risks.
- Recommends potential fraud prevention systems, including those used by other workers' compensation boards and insurance companies.
- Supports WSCC staff and management in preventing and detecting fraud and abuse.

3. Works with internal stakeholders and liaises with outside agencies.

- Liaises with various agencies and bodies (such as CRA) to request and share information,
- With assistance from Legal Counsel, the Investigator prepares documentary packages for police agencies, the RCMP and the Crown, where criminal remedies are pursued.
- Trains and educates stakeholders in preventing and detecting fraud and abuse.
- May conduct special investigations as requested by the Manager of the unit. This may result from internal/external investigations or direction from SMT or the Board of Governance
- Travels as required to the Iqaluit, NU regional office (purpose varies) and throughout Canada as required to conduct necessary investigations or surveillances.

WORKING CONDITIONS

(Working Conditions identify the *unusual and unavoidable*, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)

Physical Demands

No unusual demands

Environmental Conditions

Travel to remote northern communities and travel by small aircraft is occasionally required. Incumbent travels/works alone when performing duties.

Sensory Demands

On occasion may be required to conduct surveillance which may be demanding on the senses.

Mental Demands

- Must perform in a variety of settings, conditions and locations.
- Must respond quickly to changing priorities.
- Occasional exposure to impatient or abusive clients.
- The Investigator may be perceived with suspicion by other staff and acceptance into the group may not occur easily.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent working experience in investigation, with proven verbal skills, including the ability to effectively discern and utilize factual from non- factual information.
- Expert knowledge and experience in fraud and commercial crime forensic investigations
- Knowledge of and working experience of case law related to surveillance and introducing evidence in court.
- Ability to assess the suitability of fraud detection systems for the WSCC environment with demonstrated strategic thinking skills in order to develop innovative and successful fraud strategies.
- Excellent investigative, interviewing, analytical, communication and inter-personal skills with ability to cultivate a network of sources of information.
- Excellent writing skills to write in plain language as well as legal documents.
- Proficiency in the use of computers and their programs, preferably in a Microsoft Windows environment (word processing, databases, etc.).
- Ability to use initiative and independent judgement when conducting investigations.
- Knowledge of the NWT and Nunavut *Workers' Compensation Acts and Regulations*, the NWT and Nunavut *Access to Information Acts* and WSCC policies, procedures and manuals would be an asset.
- Other skills for this position could include research skills, analytic skills, ability to work in a diverse work force.
- Ability to use tact and diplomacy.
- Basic working knowledge of generally accepted accounting principles.
- Knowledge of basic accounting procedures would be an asset.
- Must possess a valid class 5 Drivers License.

Typically, the above qualifications would be attained by:

Graduation from an accredited Police Academy or equivalent academic accreditation. In additional courses in interviewing skills and report writing, and a minimum of five years of related law enforcement experience.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
☒ French preferred

Aboriginal language: To choose a language, click here.

☐ Required
☒ Preferred

CERTIFICATION

Title: Investigator

Position Number(s): 97-9706

<hr/> Employee Signature	<hr/> Supervisor Signature
<hr/> Printed Name	<hr/> Printed Name
<hr/> Date	<hr/> Date
<i>I certify that I have read and understand the responsibilities assigned to this position.</i>	<i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i>

<hr/> Senior Manager	<hr/> Date
<hr/> President & CEO	<hr/> Date
<i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i>	

The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.

Reviewed by Human Resources: _____