



**Senior Investigator**

**Requisition ID:** 2485

**Number of Vacancies:** 2.00

**Department:** Diversity and Human Rights

**Salary Information:** \$95,877.60 - \$119,919.80

**Pay Scale Group:** 10SA

**Employment Type:** Regular

**Weekly Hours:** 35, **Off Days:** Saturday & Sunday

**Posted On:** July 17, 2020

**Last Day to Apply:** August 9, 2020

**Reports to:** Manager - Fare Inspector & Special Constable Complaints Office

The Toronto Transit Commission (TTC) is North America's third largest transit system and has been recognized as one of the top places to work in the GTA. Guided by a forward-thinking strategic plan, and a commitment to enhancing public confidence and trust in its services, the TTC's vision is to be a transit system that makes Toronto proud. The TTC's recruitment efforts are directly aligned to its mission of providing "a reliable, efficient, and integrated bus, streetcar and subway system that draws its high standards of customer care from our rich traditions of safety, service and courtesy."

The TTC is establishing a new Fare Inspector & Special Constable Complaints Office to ensure enhanced oversight, accountability and transparency in the TTC's public complaint processes and investigations involving the conduct and/or services of the TTC Special Constables and Fare Inspectors. The TTC is looking for two Senior Investigators to join the team.

**General Accountability**

The Senior Investigator in the TTC Fare Inspector and Special Constable Complaints Office conducts impartial and unbiased investigations into complex and serious complaints of misconduct by TTC Fare Inspectors and Special Constables ("FISC"), including alleged contraventions and/or violations of TTC and/or Special Constables Services and Revenue Protection ("SCSRP") policies, procedures, standards and related legislation. The Senior Investigator reviews, investigates, analyzes and drafts investigation reports dealing with various individual and systemic issues, and ensures investigations are conducted in a fair and thorough manner.

**Key Job Functions**

- Leads, reviews, investigates, analyses and resolves complex and serious complaints involving the conduct and/or services of FISC, including but not limited to, allegations of excessive use of force, misuse of arrest authority, harassment, discrimination and violence in contravention and/or violation of TTC's policies and/or SCSRP departmental policies, and

related legislation, in a timely, thorough, impartial, and fair manner in accordance with investigation regulations, rules, policies and best practice.

- Reviews and assesses serious complaints involving FISC from various sources, including but not limited to, TTC Customer Service Centre, management, members of the public, external stakeholders, Human Rights Tribunal of Ontario (HRTO) or from any other administrative body or adjudicator.
- Drafts investigation plans, determining the mandate, scope and methodology and techniques required to carry out a thorough, fair and timely investigation.
- Coordinates and conducts interviews to gather evidence throughout the investigative process.
- Identifies potential investigative barriers and recommends effective solutions and strategies.
- Writes detailed, high quality investigation reports which include a clear review of the facts and evidence of the case, an objective and well-reasoned assessment of the evidence and credibility analysis of the parties, factual findings and detailed analysis of applicable TTC policies and legislation.
- Testifies and gives evidence regarding investigations in legal procedures, including arbitration, Ontario Human Rights Tribunal hearings, criminal and/or civil litigation.
- Ensures compliance to contractual and legislative policies, procedures, and standards related to workplace investigations, including but not limited to, the Ontario Human Rights Code, the Anti-Racism Act, the TTC's Special Constable Agreement with the Toronto Police Services Board, and the Occupational Health and Safety Act.
- Delivers education and/or training on the FISC public complaint procedures as required.
- Promotes a respectful work and service environment that supports diversity, inclusion, and is free from harassment and discrimination. Provides leadership in the development and implementation of inclusive and accessible policies, programs and/or services for employees and customers in accordance with TTC's commitments and obligations under the Ontario Human Rights Code (OHRC) and Related Orders, the Accessibility for Ontarians with Disabilities Act (AODA), and TTC's policies.

## **Skills**

- Demonstrate specialized expertise and knowledge in the assigned field
- Understand and apply relevant laws and regulations
- Create and deliver reports and presentations in various formats
- Gather information and conduct research
- Use office technology, software and applications
- Apply analytical skills
- Manage conflict

## **Education and Experience**

- Completion of a diploma program or post-secondary degree in a field related to one or more of the following: Law, Diversity and Human Rights, Labour Relations, Social Work, Sociology, Social Justice, Criminology, Public Administration, or a related field, combined with demonstrated extensive directly related work experience in conducting workplace investigations and conflict resolution.

## **Additional Requirements**

- Thorough knowledge and demonstrated ability to interpret and apply the Ontario Human Rights Code, the Anti-Racism Act, the Criminal Code of Canada, the Mental Health Act, the Provincial Offences Act, TTC By-law #1 the Human Rights Tribunal of Ontario's procedures, the Occupational Health and Safety Act, the AODA and other relevant federal, provincial and municipal legislation combined with a very good knowledge of equity principles and jurisprudence related to human rights, diversity and inclusion issues.
- Experience in developing/drafting investigative plans, gathering evidence, interviewing and report writing.
- Knowledge, involvement and familiarity with the history of and barriers faced by racialized, Indigenous and Black communities due to racism and anti-Black racism issues of equity and systematic change.
- Extensive/effective interviewing investigative and research skills, report writing and presentation skills.
- Recent experience in workplace conduct and human rights investigations in an independent oversight function, as well as thorough and extensive knowledge of, and experience in, alternative dispute resolution (conciliation/mediation/negotiation) techniques.
- Demonstrated experience preparing high quality detailed investigation reports dealing with individual and systemic issues and applying relevant policies and legislation.
- Excellent judgement and objectivity supported by strong analytical, problem solving skills and case management skills.
- Strong relationship/interpersonal skills and ability to gain credibility at all management levels to impact and influence decisions and affect actions.
- Excellent organizational, administrative and time management skills
- Strong communication skills (both verbal and written) and interpersonal skills, including the ability to deal with issues of a sensitive and confidential nature.
- Ability to work under high stress and pressure, and handle highly sensitive and confrontational issues and emotionally charged situations.
- Demonstrated ability to work independently and in a team environment.
- Demonstrated commitment to customer service and quality principles in service delivery and application of procedural fairness.

To find out more about the TTC and to apply online, by **August 9, 2020**, please visit [www.ttc.ca/jobs](http://www.ttc.ca/jobs), click on "current employment opportunities" and enter **Requisition ID 2485** in the search field.

We thank all applicants for their interest but advise that only those selected for an interview will be contacted.

The TTC is committed to fostering a positive workplace culture with a workforce that is representative of the communities it serves. Committed to the principles of diversity and inclusion, the TTC encourages applications from all qualified applicants. Accommodation is available for applicants, including those with disabilities, throughout the recruitment process. Please contact Human Resources - Employment Services at 416-393-4570.

The TTC's Employment Policy prohibits relatives of current TTC employees from being hired, assigned, transferred or promoted into positions, where there is a conflict of interest due to relationship. Should you be selected for an interview, you will be required to disclose the name, relationship, and position of any relative who is a current TTC employee.