

APPENDIX B: Competencies Profile – Investigators

When it is determined that a formal workplace investigation is warranted, the NLESD will determine the objectives of the investigation and whether the investigation will be conducted in-house by NLESD staff or if an external investigator will be engaged.

When appointing a NLESD staff person or an external individual or agency to conduct a workplace investigation, the NLESD will consider those who have the following competencies:

- Knowledge of the principles of procedural fairness and workplace investigation techniques. Experience in carrying out quality investigative services, either as an investigator or co-investigator.
- Completed training that is acceptable to the NLESD, in conducting harassment and discrimination investigations.
- Familiarity with the organizational structure, policies and practices of the NLESD.
- Familiarity with the NLESD Respectful Workplace/Harassment Prevention and Resolution Policy.
- Knowledge of the *Access to Information and Protection of Privacy Act* (ATIPPA) and other relevant legislation.
- High level of communication skills (e.g. listening, interviewing and writing). Able to collect and synthesize information obtained through research which includes a review of the pertinent documentation and interviews with parties and witnesses; identify key issues and facts relating to allegations; conduct a thorough analysis of the facts; and, develop logical and substantiated conclusions (make findings if needed).
- Thoroughness in the collection, synthesis and review of physical evidence.
- Conflict management skills.
- Respect for the highly confidential nature of the issues.
- Demonstrates professionalism, tact and judgement, and can appropriately manage difficult situations and sensitive matters.
- Demonstrates fairness and impartiality and must not have a reporting line or personal relationship or connection with a complainant or respondent.