

Job Class Profile: Regulatory Enforcement Co-ordinator**Pay Level: CG-38 Point Band: 848-881**

| Factor | Knowledge | Interpersonal Skills | Physical Effort | Concentration | Complexity | Accountability & Decision Making | Impact | Development and Leadership | Environmental Working Conditions | Total Points |
|--------|-----------|----------------------|-----------------|---------------|------------|----------------------------------|--------|----------------------------|----------------------------------|--------------|
| Rating | 6 | 5 | 2 | 4 | 5 | 5 | 5 | 3 | 4 | |
| Points | 280 | 83 | 13 | 19 | 150 | 108 | 103 | 64 | 43 | 863 |

JOB SUMMARY

The Regulatory Enforcement Co-ordinator is responsible for coordinating compliance and enforcement activities of various Government programs to ensure all investigations, inspections and technical guidance documents are complete and consistent with department policy and provincial legislation.

Key and Periodic Activities

- Advises and guides Environmental Health Officers, Environmental Protection Officers, Electrical Inspectors, and Technical Inspectors on compliance issues and gives direction on courses of action required to obtain compliance. Maintains ongoing communication to be informed and aware of non-compliance issues for all inspectors.
- Accompanies Officers and Inspectors in the field to gain first hand knowledge of sensitive non-compliance issues and offers guidance on course of action.
- Conducts a thorough analysis of enforcement staff reports to ensure consistency and accuracy in the application of legislation. Provides feedback to staff and Managers/Directors on law enforcement procedures where necessary.
- Liaises with Department of Justice officials on legal issues arising from enforcement activities. Prepares court documents, court information, summons, subpoenas for investigations and prepares ministerial orders as provided by legislation.
- Investigates complaints or alleged violations, interviews witnesses, and liaises with other departments and law enforcement agencies to obtain information and documents related to investigations.
- Attends court as the department liaison and gives evidence as required.
- Tabulates statistical information on the provincial tobacco enforcement activities of each inspector and region for each fiscal quarter, for submission to Health Canada. Maintains documents on tobacco enforcement activities of each inspector in the region.
- Maintains exhibit logs and exhibits on all files, with the potential of prosecution, in a secure area ensuring continuity of evidence.
- Assigns files with strict diary dates to Officers and Inspectors for their completion.
- Establishes and develops enforcement priorities.
- Provides orientation to new technical staff on law enforcement and training on topics such as report writing procedures and the importance of compiling legible and chronological recordings

Key and Periodic Activities

on all files.

SKILL**Knowledge****General and Specific Knowledge:**

- All legislation, regulations, policies, and specialized program areas covered by the Department of Government Services. Knowledge of legal and police process.

Formal Education and/or Certification(s):

- Minimum: Undergraduate Degree in a related discipline supplemented by completion of a paralegal or law enforcement program.

Years of Experience:

- Minimum: 3 to 4 years experience in enforcement, government legislative process, or police process.

Competencies:

- Oral and written communication, problem solving, analytical, and computer skills.

Interpersonal Skills

- A range of interpersonal skills are used including listening to information from others, asking questions to obtain information, providing routine and complex information and direction to staff members, providing expert advice, negotiating agreements, gaining the cooperation of others to address or solve a problem, conducting formal interviews and coaching and mentoring. The most important interpersonal/communication skill is the ability to effectively guide or advise staff on information provided.
- Communications occur with employees within the immediate work area, department, within and outside the organization.
- The most significant contacts are with employees within the immediate work area and other regions for the purpose of sharing information and advising/guiding Officers and Technical Inspectors on non-compliance issues and Managers/Directors/Justice solicitors to discuss issues or files of non-compliance.

EFFORT**Physical Effort**

- The demands of the job do not result in fatigue requiring periods of rest.
- Regularly required to lift objects up to 10 lbs. Rarely is there a requirement to lift over 10 lbs.
- Regular fine finger work and sitting when using a computer. Occasional standing, climbing, walking, and driving.
- Majority of time is sitting at a desk or sitting/standing when meeting with technical staff, managers, etc. Walking, lifting, and climbing are required on the occasions when attending sites with issues of non-compliance.

Concentration

- **Visual concentration** is required to read files from technical staff and during non-compliance visits, must be alert and take notice of anything that may negatively impact health and safety.
- **Auditory concentration** is required to listen attentively to staff and others whether on phone, video conference, or in person. Hearing is strained in environments which have noisy equipment or machinery.
- **Other sensory demands such as touch and smell** may be utilized during non-compliance visits.
- **Alertness for the health and safety of others** is required as the nature and scope of the work is fully focused on the health and safety of staff and the general public.
- **Time pressures/deadlines** occur when guiding/advising staff on non-compliance issues with the intent of applying techniques/methods that will accelerate compliance. Normally done verbally or written orders with strict deadlines.
- **Lack of control over the work pace** occurs as a result of staff availability, seriousness of issues, adverse weather, etc.
- **Eye/hand coordination** is required to enter data into a computer.
- **Exact results and precision** is required to accurately advise technical staff where time/safety/environment is critical. Results and precision are a must whether it relates to safety during electrical inspections, risk to the environment, or the importance of time in correcting an issue of non-compliance. Precision and accuracy are required in the preparation and prosecution of files.

Complexity

- Tasks and activities are different but related and allow for the use of similar skills and knowledge and involve a wide variety of responsibilities and situations.
- Problems may range from simple with obvious solutions to those that require analysis and development of complex solutions but relate to the coordination of compliance and enforcement activities.
- The most typical challenge required to resolve is the step progression or action to be taken on an issue of non-compliance. The Regulatory Enforcement Co-ordinator provides advice to the technical staff on the best form of action to be taken. Depending on seriousness of the issue, will advise the technical staff to either ask the person involved to fix or comply, write a letter ordering the person to comply (within a strict timeline), issue a Ministerial Order compelling the person to comply or if serious enough, will start the process of prosecution.
- When addressing challenges/problems/issues incumbents can reference manuals, guidelines, policies, procedures, acts and regulations, peers, managers, and legal staff.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks are moderately prescribed or controlled. The supervisor is kept abreast of activities on a monthly basis.
- Supervisory approval is not required when advising technical staff on courses of action to take on issues of non-compliance of all acts and regulations covered by the department. The Co-ordinator also advises managers and directors on courses of action to take on such issues, diary dates files for technical staff with strict timelines, and accompanies staff in the field when

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| <p>deemed necessary.</p> <ul style="list-style-type: none"> — Supervisory approval is required for purchases, commitments on behalf of the department, and policy or process changes. — Discretion and judgement must be exercised with prosecution files as the Coordinator is solely responsible to apply the guidelines of prosecution ensuring files are complete and all required documents are filed and issued. — Judgement must always be exercised with a high degree of independence when consulting with technical staff, reading their files, advising, and guiding them on action to take. |
| <p>Impact</p> <ul style="list-style-type: none"> — When job tasks are completed the results are directly felt by numerous individuals. When advising/guiding technical staff on action to take regarding an issue of non-compliance, the effects are felt by technical staff, personnel within the office and department (province wide). Staff in other departments are also impacted as acts and regulations are owned by other departments but enforced by the Department of Government Services (i.e. Health and Community Service Act). Individuals or companies not in compliance with legislation are also impacted by the decisions made by the Regulatory Enforcement Co-ordinator and ultimately the health and safety of the general public is affected as well. — In the event of a mistake or error there is a significant impact inside and outside the organization, on clients/public, processes, and health and safety. — If an error occurred in advising staff not to take action on an issue of non compliance, depending upon the seriousness of the issue, it could negatively impact the credibility of the Co-ordinator, technical staff, the integrity of the department, and could negatively affect the health and safety of persons or the environment. — The time frame associated with the identification and resolution of errors is immediate. The consequences of an error such as advising technical staff not to take action, could be severe (i.e. toxic substances emitted into the environment or an electrical issue where live wires are showing or overloaded in a panel). |
| <p>Development and Leadership of Others</p> <ul style="list-style-type: none"> — There is no responsibility for the supervision of bargaining unit staff. — Provides on the job advice, guidance, training and direction to new and existing technical staff. During serious incidents of non-compliance, the Co-ordinator may lead a technical team advising on options/actions to be taken and collecting relevant evidence/data and preparing order documents. |

WORKING CONDITIONS

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| <p>Environmental Working Conditions</p> <ul style="list-style-type: none"> — Required to wear safety boots, eye and ear protection, helmet, vest, and gloves when on site visits. — There is a limited likelihood of minor cuts, bruises, or illness resulting in disability. — Depending on the nature of the visit to a site for non-compliance, may be exposed to physical dangers, sharp objects, heavy machinery, adverse weather, dirt, dust, glare, noise, fumes, limited ventilation and lighting, hazardous chemicals, toxic substances, bodily fluids or waste, infectious diseases, dangerous heights, electrical shocks, temperature extremes, and fire. |
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— Travel is required for site visits.