



## Overview

As we move through a period of exciting transformation and organizational change, Professional Engineers Ontario (PEO) has an immediate opening for a **Manager, Complaints & Investigations**

Under the authority of the *Professional Engineers Act*, PEO licenses and governs over 91,500 licence and certificate holders and regulates the practice of professional engineering in Ontario. PEO's mission is to regulate and advance the practice of engineering to protect the public interest. With a talented, multidisciplinary staff of over 100, PEO's vision is to be a trusted leader in professional self-regulation.

## Position Summary

The Manager, Complaints & Investigations reports to the Director, Regulatory Compliance and is responsible for leading and overseeing the administration and investigation of complaints made against licensed engineers and Certificate of Authorization holders under the *Professional Engineers Act*.

The incumbent will manage a team of investigators, analysts and support personnel, and will work with and serve as the primary point of contact and liaison to PEO's Complaints Committee.

Using their knowledge, experience and creativity, the incumbent will demonstrate a confident and innovative approach to the Complaints & Investigations process, exploring new ideas and strategies while also ensuring the team's compliance with the law, best practices and PEO's policies and standards.

The incumbent will also serve as part of PEO's management team, working with colleagues across the organization to help guide and deliver our mandate of regulating the practice of professional engineering and protecting the public interest.

## Responsibilities

- Provide direction and leadership to investigators, analysts, program officers and other members of the Complaints and Investigations team.
- Lead the development and implementation of departmental objectives and strategies.
- Develop and execute the department's strategic and operational plans, quality standards, priorities and objectives to ensure integration with PEO's overall strategy and regulatory requirements.
- Set clear goals and objectives for the team, with well-defined performance measures and targets, which will form the basis on which employee performance is evaluated.
- Embody innovation: identify and act upon opportunities to implement process improvements and efficiencies.
- Ensure staff are trained in all facets of the Investigative function; provide ongoing mentoring where necessary.
- Responsible for complaint intake, initial risk-scoring and assignment to PEO investigations staff or external investigators.
- Accountable for the progress and completion of complaint and Registrar's Investigations; provide direction and guidance to investigators, ensure adherence to policies, best practices, and case law in the execution and development of investigative process and policy.
- Work closely with investigators to provide advice and direction on investigations and communications.
- Provide review and input on Investigation Summaries drafted by investigators.
- Handle escalated and unique inquiries and complaints.
- Advise and provide communication, scheduling, expense approval and support to the Complaints



Committee.

- Attend Complaints Committee meetings, during which the Manager will provide support to the Committee, the process, and provide clarity on the details of investigation files
- Review drafts of Complaints Committee Decisions and Reasons and similar documents for clarity, accuracy and completeness.
- With the assistance of departmental analysts and other team members, prepare and deliver KPIs and other statistics on a periodic and annual basis.
- Initiate regular touchpoints with the Director, Regulatory Compliance to provide updates on the overall performance of the Complaints and Investigations team, new and continuing issues, trends and 'problematic' files.
- Work closely with internal and external legal counsel.
- Provide support to prosecuting counsel at Discipline Hearings as required, including providing input on proposed penalties, and review and input on Statements of Allegations.
- Provide review and input on retainers for external experts, including documents for expert review.
- Provide review and input on Registrar's Investigation Orders.
- Respond to inquiries from the general public.
- Lead and/or collaborate on inter-departmental projects and initiatives as requested.
- Assist the Director, Regulatory Compliance with divisional management, policy development and implementation tasks.

### Specialized Skills and Knowledge

#### Knowledge of:

- Extensive knowledge and familiarity with regulatory investigations, including investigative processes, interviewing and communicating with complainants, respondents and independent experts engaged by PEO.
- The *Professional Engineers Act* and its regulations and guidelines.
- Innovations, emerging trends, and best practices in the professional regulatory sphere.
- The use of artificial intelligence applications in the context of regulatory investigations, compliance and enforcement.
- Case Management systems.
- Experience collaborating and communicating with legal counsel, with strong knowledge of legal frameworks in the regulatory space.

#### Skills include:

- Superior people management skills to produce high quality team results and outcomes, including effective delegation, coaching, development and performance evaluation.
- Excellent organizational, communication, and decision-making skills to direct and manage the activities of the Investigations department.
- Creativity, innovation and an ability to identify and implement effective process and policy improvements.
- Exceptional written communication skills to enable clear and effective correspondence with complainants, respondents, the public and counsel, and in the review of draft Decisions and Reasons.
- Strong document review and critical thinking skills to determine whether any aspect of an investigation has not been thoroughly examined, questioned or documented.
- Active listening skills to enable flexibility, inclusivity and an agile mindset in corresponding/interacting with the various parties involved in complaint investigations.
- Proven conflict management/resolution skills.



- Impeccable attention to detail.
- Fluency in French (reading, writing and oral) is a strong asset but not required.

**Education/Qualifications:**

- Post-secondary education in administrative law, law enforcement or related discipline is a strong asset.
- Minimum of 5 years of investigative experience.
- Demonstrated people-management experience.
- Previous experience in professional regulation or in professional engineering practice is considered an asset.
- Ability to travel via public and private transportation throughout Canada and the United States.

**We have fully embraced hybrid working, and for us this means coming to the office twice a week. However, if you wish to work in the office more often, you are welcome to.**

If you are interested in this role, please forward your resume to:

**[peocareers@peo.on.ca](mailto:peocareers@peo.on.ca) by December 12, 2024.**

*At PEO, we recognize that our people are our best asset, including employees from diverse backgrounds and perspectives. We know life isn't linear so there may be gaps or 'nontraditional' employment and we welcome applications from everyone. Accommodation is available upon request for candidates in all phases of the selection process.*