



JOB DESCRIPTION

TITLE: MAJOR CASE FILE SPECIALIST

DEPARTMENT: Police Support Services

LEVEL: 12

Position Last Evaluated: Jan 2022

Job Desc. Last Updated: Jan 2025

JOB SUMMARY

Under the direction of the Manager, Police Support Services and under the general supervision of the NCO RCMP, the incumbent provides specialized, dedicated support to the RCMP investigative teams, File Coordinator/Primary Investigator, and any other investigators that require disclosure by facilitating the disclosure of sensitive major crimes and professional standards investigations. Provides guidance on specialized IT/major case management (MCM) applications enabling the electronic file management and disclosure of police documents and digital material, complying with current case law and agreements consistent with the Memorandum of Understanding (MOU) between Police and Crown Counsel. Ensures that all major crime files are managed and disclosed consistently, timely, and following best practices. The incumbent will provide recommendations to detachment management on complex issues. Will assist and participate in all aspects of providing risk management.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Provides functional direction, training and guidance to the department. May provide orientation to new or temporary staff.
2. Prepares investigation documentation and/or the electronic disclosure of materials to Crown Counsel by identifying various types of documents in order to classify records according to MCM Business Rules. Converts various types of reports and data into electronic formats, incorporates data, such as photographs, audio and video clips into the database, redacts information, and generates electronic storage.

TYPICAL DUTIES AND RESPONSIBILITIES cont.

3. Develops and implements standards/established practices to ensure information collected is appropriately analyzed, parsed and entered into the database. Develops and implements practices and conversion requirements for massive amounts of standard or non-standard information resulting from major case investigations.
4. Executes mass data structuring and ensures availability, continuity and accuracy of the investigative information by managing the parsing, correlation, association, categorization as well as the continual auditing and verification of all information collected.
5. Consults with internal and external clients and partners to determine information requirements in areas such as investigations (investigative assignments, exhibit control, document management, profile composition).
6. Designs database extraction queries and reports needed to provide the information on investigational direction, suspect identification/elimination, arrests, bail applications, prosecutorial success, disclosure, etc.
7. Evaluates all elements of the major case including scope and deliverables and provides analysis on constraints, dependencies and risk mitigation and management, as well as recommendations on solutions to be adopted.
8. Delivers first line support and troubleshooting to all members of the MCM in regards to IM/IT issue resolution associated to the Information Management repositories and services including areas such as access privileges and security.
9. Develops and delivers a variety of customized training based on the specific IM plan to users of the MCM initiative. Mentorship of best practices to the Command Triangle.
10. Provides support to rapid response initiatives utilizing an organizationally approved MCM relational database through adaptation/customization of the MCM system to meet the rapid response requirements of critical operational initiatives and major case files such as homicides, etc.
11. Ensures data security, integrity, and compliance with established policies, procedures, and legislated regulations governing data access and use.
12. Prepares legal form documents, ledgers, graphs, correspondence, reports, information summaries and briefing minutes.

TYPICAL DUTIES AND RESPONSIBILITIES cont.

13. Implements and develops project management principles and practices to assist in the planning, coordination and delivery of all business aspects of the electronic MCM at a unit level.
14. Performs other duties as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Considerable knowledge of the technical aspects for MCM, it's applications and associated companion software and other approved information management systems specific to the storage and functionality of the systems as they relate to the composition, preparation, and extraction of information for RTCC/Court Brief and disclosure.

Expert knowledge of database structure, practices, principles, techniques and methods of information processing and design to understand, articulate and escalate the needs for application enhancements to the National Policy Centre through Regional/Division coordinator and to provide training to all MCM personnel.

Considerable knowledge of policy, procedures, and practices related to security of information, storage of classified and/or sensitive information and related privacy legislation.

Thorough knowledge of the MOU concerning the disclosure of information between Police and Crown Counsel, and an understanding of the business rules related to this document and the processes involved.

Knowledge of systems analysis, design, programming and testing techniques in order to present business case and set project parameters, including feasibility studies, resource, time-frame and work analysis.

Thorough knowledge of quality assurance methods and techniques to ensure program integrity through the audit and compliance functions.

Thorough knowledge of Criminal Code, Federal statutes, Canada Evidence Act; Access to Information and Privacy Acts; Case law governing/pertaining to the handling of exhibits as evidence and disclosure; and the rules of disclosure as it pertains to court procedures.

Knowledge of the roles and responsibilities of the unit to establish work priorities to ensure adequate services to clients.

Exceptional verbal, written, and interpersonal skills and ability to establish and maintain effective working relationships with a wide variety of internal and external contacts.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.

Ability to process highly confidential and sensitive material with discretion, including disturbing, graphic, and violent criminal content.

Ability to communicate with tact and discretion when dealing with or settling requests, complaints or clarifying information to customers.

Ability to perform with minimal supervision, exercise independent action and judgment in accordance with rules, regulations, policies, and procedures.

Strong organizational, analytical, problem solving, record keeping, and time management skills in a fast paced team environment.

Thorough knowledge of workflow management software such as PRIME and Microsoft tree at an analyzing and planning level, particularly the concepts and operations of specialized IT/MCM applications combined with thorough knowledge of database structure principles, complex workflow, information management and program administration principles.

Advanced computer skills in word processing programs (such as Word), spreadsheet programs (such as Excel), presentation programs (such as Powerpoint), Adobe programs and Ever map.

Thorough knowledge of RCMP data systems (such as CPIC, CABS, IIS Database).

Ability to work varied hours as necessary to meet the requirements of the position.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Grade 12 and completion of Advanced Disclosure Course.

A minimum of 4 years' experience using major case management principles and liaising with relevant parties (e.g. Crown Counsel and the investigative team).

Or an equivalent combination of education and experience.

Attainment and maintenance of RCMP Reliability/Security Clearance is mandatory.

GENERAL STANDARDS

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

GENERAL STANDARDS cont.

Contributes to maintaining a respectful, safe, and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity, and fairness.

Adheres to City of Nanaimo policies and objectives.