

Independent Police Conduct Authority (IPCA)

Position Description

Position title:	<u>Investigator</u>
IPCA Group:	Operations
Location:	Wellington
Date of issue:	May 2020
Reports to:	Manager: Investigations
IPCA HR Ref:	R:\Corporate\HumanResources\Recruitment\Position Descriptions\PDs – Investigations Team

Position purpose

The Investigator assists the IPCA to undertake its functions under the Independent Police Conduct Authority Act 1988. Specifically, the role relates to the independent investigation into complaints against the Police and incidents in which death or serious bodily harm has been or appears to have been caused by Police employees, and the review of Police investigations into such complaints and incidents. The Investigator reports to a Manager: Investigations. The position involves a variety of tasks, including liaison with Police and contact with complainants/next of kin/victims, gathering and review of Police documentation, preparation of project plans and interview plans for individual investigations, undertaking interviews, identification of issues and analysis of applicable law and Police policy, oversight and analysis of Police investigations and writing associated public reports and significant letters as required. The position may also involve the inspection of Police custodial facilities and liaison with Police and other agencies as part of the fulfilment of the IPCA's function as a monitoring agency under the Crimes of Torture Act 1989. Out of hours work will also be required from time to time on a roster basis. Travel will be required.

About the IPCA

The IPCA is an Independent Crown Entity established by the IPCA Act to investigate and resolve complaints against the Police. The IPCA receives and investigates complaints alleging misconduct or neglect of duty by Police employees, or concerning any practice, policy or procedure of the Police. The IPCA also investigates incidents where a Police employee causes, or appears to have caused, death or serious bodily harm. The IPCA also has responsibility for monitoring and reporting on Police custodial facilities as a National Preventive Mechanism under the Optional Protocol to the Convention Against Torture (OPCAT).

The IPCA is governed by a Board, which is chaired by a Judge. The Chair is also the operational head of the IPCA.

The IPCA core values are independence, trustworthiness, accountability, vigilance, timeliness and integrity.

The IPCA's Operations Group

The IPCA Operations Group includes three functional service delivery areas: investigations; case resolution; and monitoring of Police places of detention in accordance with the IPCA's statutory function as a National Preventive Mechanism. This Group is supported by a Corporate Team.

Investigations

The Investigations Group (comprising two teams) is focused on the investigation, conduct, and conclusion of investigations into complaints against the Police, and incidents where death or serious bodily harm has resulted. This involves conducting independent investigations and also the oversight and review of Police investigations into complaints. They are responsible for writing final public reports, or letters for Police and complainants, which are appropriate to the level of investigation undertaken. They also undertake inspections of Police custodial facilities, and investigate, or oversee Police investigations into, policy and practice issues arising from those inspections and from incidents occurring in Police custodial facilities.

Case Resolution

Case Resolution (comprising two teams) is responsible for receiving, assessing, categorising, managing and resolving complaints submitted to the IPCA that fall outside a Category A case requiring independent investigation by the IPCA. The Teams manage communication with complainants, liaises with the relevant Police Professional Conduct staff and oversees some of the cases requiring police investigation.

The IPCA's Corporate Team

The Corporate Team provides sound, customer-oriented services (some outsourced) that ensure the IPCA's capability continues to develop and improve in alignment with wider government and state sector requirements, obligations and responsibilities. The Team provides enabling services and support to all areas of the IPCA to assist in the delivery of the IPCA's operational functions.

Major activities include business planning, strategy and policy development; financial management and reporting; accountability documents and ensuring systems are compliant with Crown entity reporting requirements; human resources management; management of information technology systems and capability; communications; monitoring and managing outsourced services; and administrative support, systems and processes across the organisation.

Important Relationships

Internal:

- The IPCA Chair and Board Members
- General Manager
- Managers: Investigations
- Other Managers
- Investigations team members
- Other operational staff

External

- Complainants, victims, and next of kin
- Police subject and witness officers
- Police National Headquarters Police Professional Conduct staff
- Police District Professional Conduct Managers and investigators
- Police Association representatives
- Professional contacts e.g. coroners, forensic advisors and counsel representing interested parties.

Key Accountabilities

The Investigator is accountable to a Manager: Investigations, who will monitor and review workload and performance. Key accountabilities for an Investigator include:

Accountability	Deliverables / Outcomes
Investigations	<ul style="list-style-type: none"> • Receive complaints and reports of incidents from a Manager: Investigations which will form part of a project requiring independent investigation. • Develop a plan for each project, in consultation with their manager. The plan should identify the key issues and set clear timeframes for each phase of the project. • Assist with ensuring all projects are completed in accordance with the IPCA's policies and procedures and relevant legislation. • Regularly brief management on the progress of projects as required. • Meet and/or conduct interviews with the relevant parties and, in particular, with key witnesses and officers under investigation. • Gather and interpret information and data to support recommendations and outcomes. • Keep all parties updated as the project progresses. • Monitor and have active oversight of Police investigations that are undertaken as a result of complaints and referrals. • Comply with IPCA processes for managing, reviewing and reporting on such Category B cases, including liaising with the relevant Police Professional Conduct Manager and Police investigating officer to ensure a robust and focused investigation, addressing issues and concerns as they arise, and reviewing and reporting on the outcome. • Identify and report any policy issues as soon as they arise to their manager. • Draft and/or review public reports, letters and case summaries as required by their manager, ensuring that all correspondence is of a high standard and appropriate to the intended recipients.
OPCAT functions	<ul style="list-style-type: none"> • Inspect Police custodial facilities and address custodial management issues arising from complaints as directed by the relevant Manager or the General Manager. • Undertake routine audits and inspections of Police-managed custodial facilities and prepare reports of those audits and inspections with recommendations as appropriate.
Relationship management	<ul style="list-style-type: none"> • Develop professional relationships with complainants and other individuals or organisations that have a proper interest in the work of the IPCA. • Develop professional relationships with Police Professional Conduct managers and Police investigators and other members; and adhere to protocols relating to cooperation and engagement with the Police. • Establish and maintain positive relationships with Police districts, Police Association field officers, coroners, forensic advisors, and counsel representing officers
Business processes and practices	<ul style="list-style-type: none"> • Bring developments of an unusual or complex nature to the attention of a Manager: Investigations at the earliest opportunity.

Accountability	Deliverables / Outcomes
	<ul style="list-style-type: none"> • Use IPCA resources efficiently and effectively. • Adhere to the IPCA document structure and maintain accurate database records. • Maintain the confidentiality of all information acquired in the exercise of the IPCA's functions. • Maintain a sound and current knowledge of relevant legislation, and Police practices, policies and procedures. • Provide reports, memoranda, and other required advice within the Board's and management's timelines.
Contribute to the service delivery of the IPCA	<ul style="list-style-type: none"> • Contribute to a positive team environment. • Promote and role model IPCA values. • Work collaboratively with others to achieve goals. • Present a professional image of the IPCA to internal and external business partners. • Contribute productively at team meetings. • Work collegially and effectively with other IPCA business groups. • Provide advice, support and mentoring of colleagues

Person specification

Education, Skills, Knowledge, Experience

Required:

- Experience in investigations and project management
- Experience of interviewing in an investigative environment
- Knowledge or experience in the functions of the Police or other law enforcement agencies.

Desirable

- Legal knowledge
- A tertiary qualification

Competencies

Competency	Evidence
Interpersonal skills	<ul style="list-style-type: none"> • Communicates effectively with a wide range of individuals • Defuses high-tension situations comfortably • Displays empathy and sensitivity in distressing and highly emotional situations • Displays sensitivity to various cultural and ethnic groups and ethical beliefs
Analytical skills	<ul style="list-style-type: none"> • Processes information from diverse sources • Identifies key issues, and interprets and applies relevant evidence, law and policy to specific complaints and incidents

Competency	Evidence
	<ul style="list-style-type: none"> • Analyses large amounts of information and identifies relevant issues and questions quickly • Shows consistent attention to detail
Relationship focus	<ul style="list-style-type: none"> • Responds effectively in a wide range of culturally and ethnically different contexts • Is dedicated to meeting the expectations and requirements of internal and external customers • Gets first-hand customer information and uses it for improvements in services • Acts with stakeholders/parties in mind • Establishes and maintains effective relationships with parties and gains their trust and confidence
Judgement	<ul style="list-style-type: none"> • Acts in an impartial, fair and sensitive manner • Uses diplomacy and tact • Develops and forms decisions and opinions based on objective analysis • Assesses situations or circumstances and draws sound conclusions applying common sense and sound analysis • Deals with sensitive, confidential and disturbing or offensive material
Organisation and time management	<ul style="list-style-type: none"> • Is organised and structured in approach to work • Establishes plans to manage workload and follows through with these • Utilises technology and systems to manage work effectively • Plans and organises time and works efficiently
Flexibility	<ul style="list-style-type: none"> • Can effectively cope with change • Can adapt style and approach to meet changing circumstances
Integrity	<ul style="list-style-type: none"> • Adheres to the IPCA's core values of independence, trustworthiness, accountability, vigilance, timeliness and integrity • Appreciates and understands the importance of privacy and secrecy
Self-development	<ul style="list-style-type: none"> • Knows personal strengths, weaknesses, opportunities and limits • Gains insight from mistakes • Is open to constructive criticism • Is personally committed to and actively works to continuously improve • Understands that different situations and levels may call for different skills and approaches • Learns quickly when facing new situations • Is aware of own reaction to disturbing or offensive material
Communication skills	<ul style="list-style-type: none"> • Has excellent written communication skills • Writes succinct, plain and grammatically correct English, in a form that is accessible to the general public • Has strong oral communication skills, including the ability to engage effectively over the telephone and in person with angry or distressed people