

## CIVILIAN JOB DESCRIPTION

**Position Title:** Major Case Management (MCM) Administrator

**Number of Positions:** 1

**Location:** Headquarters

**UNIONIZED**

### PURPOSE:

Reporting to the Major Case Management Coordinator, the MCM Administrator is responsible for receiving, reviewing, and the processing of non-threshold occurrences to meet policy (including both MCM and ViCLAS) and investigative requirements. The MCM Administrator plays a crucial role in criminal investigations and court disclosure, administering and monitoring of records within MCM software.

### KEY RESPONSIBILITIES:

1. Receives various types of electronic, digital, video and hard copy evidence and completes the appropriate logs for proof of evidence continuity. Maintain a daily court ready personal notebook.
2. Prepares evidentiary documents for the scanning process. Operates advanced high speed/desktop document management scanning equipment and computer programs to convert all forms of seized evidence into the appropriate digital CD, DVD or external hard drive format disclosure.
3. Prepares and fields electronic images for digital court disclosure and/or archiving by using specialized computer programs for processing and indexing. Electronically links external files and various media into the core investigative database/file. Electronically redact sensitive personal information from disclosure. Vetting electronic images and files at the direction of the investigator.
4. Controls, collects and manages information for non-threshold and threshold occurrences within MCM Software.
5. Receives, reviews and submits ViCLAS reports as required in accordance with outlined unit policies and procedures
6. Liaises with crime unit officers, frontline officers and other detachment personnel via email or telephone to receive direction and/or clarify and obtain missing information.
7. Monitors and tracks benchmark occurrences, under the direction of the MCM Coordinator
8. Monitor and aid in the use of software utilized for Major Case Management (MCM) and electronic court brief compilation and presentation. Troubleshoots technical problems with MCM software and electronic court briefs as well as investigative files. Maintains proficiency in current software, applications and techniques including file encryption.
9. Testifies in court with regards to the electronic evidence management process including continuity, handling of evidence, database/file creation, database/file access, database/file manipulation and training issues surrounding the software used.
10. Occasionally travels to off-site work locations to assist with investigations as approved by the Unit Commander. Is comfortable and capable delivering the same level of support (as would be provided in-person) utilizing available desktop conferencing software and other virtual training methods.
11. Performs other duties, as assigned.

### **Staffing and Licensing Requirements**

Must be able to pass OPC PowerCase training, and NAPS RMS Records 1 training course.

Must be able to pass a NAPS security background check and criminal record check.

Valid G class drivers license

### **COMPENSABLE FACTORS**

#### **KNOWLEDGE:**

Post-secondary education in related field

1-3 years' work experience in a related field.

Knowledge of relevant sections of NAPS policies, protocols, procedures and practices, relevant case law regarding timely entry of evidence, basic procedures related to specific sections of Federal and Provincial Statutes.

Knowledge of relevant sections of legislation, including but not limited to, Police Services Act (PSA) or Community Safety and Policing Act (CSPA), Ontario MCM, Rules of Civil Procedure, Police Orders, and any and all other Acts or policies relating to the disclosure of confidential information.

Knowledge of relevant computer software applications to accurately retrieve a high volume of confidential police occurrence information, i.e. NAPS RMS system, PowerCase).

Knowledge of records management practices for both hard copy and computerized records to ensure organized, up-to-date records that allow for retrieval of information to meet management needs.

Knowledge of composition, spelling and grammar to accurately prepare emails, presentations, manuals and any and all other required documentation.

Knowledge of computerized/software for example, Adobe, Microsoft Word, Excel, Outlook, and police terminology, to type a number and variety of documents.

#### **INTERPERSONAL AND COMMUNICATION SKILLS:**

The position requires oral communication skills to liaise with members of the investigative team virtually, via telephone or in person, specifically the file coordinator, to provide direction and guidance with the creation and maintenance of a major case file.

The position requires the member to be able to work cooperatively with other members of the unit on specific tasks or projects, and be able to work cooperatively with the investigative team and Major Case Manager and provide regular updates on their assignments as required.

The position must be able to mentor users of the Adobe Acrobat software, Major Case Management software and other digital processes.

The position requires listening skills when taking instructions from supervisor, investigators and other stakeholders.

#### **PROBLEM SOLVING/CRITICAL THINKING:**

The position requires the understanding of complex database/file creation and manipulation of large amounts of data.

The position requires reasoning skills to be able to determine what tasks should be given priority when performing a variety of assignments with potentially conflicting deadlines in consultation with the Unit Commander.

Position requires analytical skills to determine the most effective way to manage and present evidentiary material.

**PLANNING AND ORGANIZING:**

Position may work independently to build, organize and create the investigative database/file or court brief.

Position must be able to work within a team structure to lead, assist or otherwise support any given case.

Position shows judgement when processing Major Case Management investigative files/data.

Position shows judgement when creating databases/files and handling documentary evidence using the best practices of the Unit.

Position interrelates with the investigator(s) when specific evidence is encountered that doesn't fit within established guidelines.

**PHYSICAL AND SENSORY DEMANDS:****Physical Demands**

While not necessarily confined, this position requires sitting at a computer terminal for long periods of time while operating a keyboard and mouse.

Occasionally required to lift and move file boxes (up to 25 kgs), climb ladder system to store boxes on shelving units. Will be required to move and deliver equipment and furniture to Project locations as required.

**Sensory Demands**

Visual strain associated with viewing a video terminal for long periods of time while preparing documents and keying information as well as proofreading documents for accuracy.

Auditory attentiveness is required while responding to telephone and walk-in inquiries and transcribing from audio/video files.

Work interruptions are occasional while switching between typing and data entry to handling telephone and email enquiries.

**WORKING CONDITIONS:**

This position operates in a standard office environment with exposure to material with disturbing text and images related to homicides, suspicious deaths, deaths of children under the age of 5, attempted murders, missing persons (where foul play is suspected or cannot be ruled out), extradition proceedings, coroner's inquests, judicial inquiries and any other major criminal investigations within NAPS jurisdiction and other external Police Agencies upon request.

Overtime and some travel may be required for occasional operational assignments throughout the province.