POSITION TITLE: Clerk, Major Case Unit
DEPT/DIV.: Investigative Services
REPORTS TO: Staff Sergeant
BRANCH: Major Case Unit
ASSOCIATION: Civilian
LOCATION: Headquarters
GRADE LEVEL: C
DATE UPDATED: November 2004
HOURS OF WORK: 35 hrs/wk
Mon-Fri
Day Shift

GENERAL PURPOSE:
To provide reception, telephone and clerical and administrative support to the Major Case Unit of the Investigative Services Branch.

MAJOR RESPONSIBILITIES:
Provides reception services to the Major Case Unit. Receives inquiries, determines nature of call and urgency. Identifies what specific action is required and determines if a message is taken, a page to a specific investigator is required or determines availability of investigators for new calls received. Picks up and delivers mail twice daily from/to headquarters reception; sorts, redirects and distributes all incoming and outgoing mail and correspondence. Completes courier forms for outgoing packages as required. Sends and receives faxes for the Major Case Unit.

Types and/or transcribes routine general correspondence including memos, reports, directives, and letters for unit staff, police personnel, and government agencies, correspondence directed to private citizens, other police agencies and related organizations.

Transcribes dictaphone tapes verbatim including civilian and officer statements. Types interviews, reports and correspondence. Informations, arrest warrants, witness lists, crown briefs, occurrences, appearance notices, victim and witness statements, and tapes for investigators. Notes errors, inconsistencies or omissions discovered in relation to the submission of crown packages, form completion, discrepancies regarding charge wordings or section numbers, makes minor corrections, and/or notifies officer or supervisor. Sets up and maintains manual and computerized file systems for court related documentation such as witness lists and informations. Maintains spreadsheets to track and control related criminal investigation case record information.

Sets up and maintains manual and computerized file systems for the branch. Uses spreadsheets in Excel to track and control related major case record file information, and to prepare related statistics as directed. Extracts information from major incident summaries, CAD histories and RMS as required by supervisor for monitoring workload, to identify procedural concerns and for statistical purposes. Maintains and updates hot sheets at the direction of the Staff Sergeant and investigators for platoons regarding incidents reported which may be of interest to MCU investigators such as suspicious persons and indecent act occurrences investigated by Divisional
Staff. Tracks all incidents and case record file information falling under the Major Case Unit mandate which includes sexual assaults, non familial abductions or attempts, and criminal harassment incidents where the offender is not known. Photocopies documents and sends faxes.

Receives Sexual Offender Registration information from the ViCLAS/Sex Offender Registry/High Risk Offender Assistant. Adds offender information to Word tracking document, assigns case to appropriate MCU investigator as directed by the Sergeant based on availability, and maintains and updates relevant information. Updates RMS after offender visited monthly by investigator, and forwards the ViCLAS/Sex Offender Registry/High Risk Offender Assistant.

Performs RMS data entry and clerical functions relating to general occurrences, arrest package or Show Cause Package. Assists the investigator with the preparation of Crown Briefs for the arrest package along with the Information and Witness List. Assists the Major Case Manager, Primary Investigator, and the File Manager in setting up initial case management investigation files, maintaining related control lists and case status tracking. Prepares related statistics as directed by the supervisor.

Assists the investigators with the preparation of MCU Crown Packages, ensuring that the necessary information is attached per court guidelines (i.e., Sexual Assault and Domestic Violence stickers attached, court location and room number assigned (Cambridge/Kitchener); thereby ensuring that crown packages are complete and identified for proper streaming prior to submission to the supervisor.

Imports data, statements, interviews and reports from Microsoft Word into the provincial PowerCase Management System.

Queries the RMS police computerized system, CPIC and the NICHE Identification Card and Photo System to prepare files for court, to print off Will States, to conduct criminal records checks, to conduct person and vehicle checks, and to prepare witness lists, Summons and Subpoenas, and for Case Management purposes to assist officers in obtaining photos and records of criminals, to obtain dates for fingerprinting and photographing accused parties, and to assist investigators in the collation of documentation required for inclusion in Crown Brief Packages.

Enters known sexual assault young offender information into the PRIDE Known Offender Entry Records Management System for all investigators who have arrested young offenders and processed them through other means as provided by the YCJA, such as cautions, arrests and warning information. Forwards completed YCJA forms to the respective Divisional Youth Sergeant after assigning numbers.
Assists with information requests as directed from agencies such as the Crown’s Office, Immigration Canada, and Family & Children’s Services.

Makes arrangements for the Staff Sergeant for staff meetings and meetings with outside agencies: books rooms and orders refreshments. Types agendas, does related photocopying, and takes and types minutes of office meetings as directed.

Maintains supply of all investigative and administrative forms used by the Unit. Types and develops new forms used within the branch as directed by supervisors.

Assists the Homicide Branch with the initial transcription of Officer Will States and Victim/Witness Statements and Interviews; transcribes intercepted calls verbatim using headset as required.

Provides occasional relief for the Secretaries, Investigative Services, Homicide Branch. Performs other related duties as assigned.

Performs duties as a Commissioner for Taking Affidavits as appointed by the Ministry of the Attorney General on a daily basis for all areas of the Investigative Services Branch.

Performs other related duties as assigned.

**RESPONSIBILITIES FOR MATERIAL/FINANCIAL RESOURCES:**

Ensures that a personal computer and dictaphone machine used for own work are maintained in good working condition. Ensures that the Major Case Unit and project rooms have sufficient office supplies to support investigators, and maintains an inventory of office supplies. Assists Investigative Service members with the adding of toner and clears minor paper jams to the photocopier, printer and fax machine on a regular basis. Notifies the Secretary, Investigative Services when repairs to photocopiers, printers and fax machines are required.

**NATURE & IMPACT OF ERROR:**

Errors in entering and querying computerized data and in the typing of related documentation may result in incorrect information being added to related documentation.

**RESPONSIBILITY FOR SUPERVISION OF STAFF & OTHERS:**

The incumbent has no formal responsibilities for supervision of staff and others.
CONTACTS & HUMAN RELATIONS:

Internal:

Receives daily direction and guidance from the Staff Sergeant and Sergeants and of the Major Case Unit. Has daily contact with immediate co-workers within the branch, taking and forwarding messages for investigators by pager, phone or in person. Works closely with project team members in a team setting. Has periodic contact with staff from Records Services through internal mail regarding transcribing of occurrences.

External:

Receives telephone calls daily from the public and takes messages or refers calls to supervisors or investigating officers. Has daily contact with Family & Children’s Services. Has regular contact with court personnel, outside police services by phone, the Sexual Assault Treatment Centre and has occasional telephone contact with Crown Prosecutors to obtain, provide and clarify information.

EFFORT (Mental/Physical):


Assists investigators in applying well-defined guidelines and standards as dictated by the Crown’s Office and WRPS, to ensure all required documents are placed inside Crown Packages in chronological order, and that correct charges and section numbers are listed.

Receives and prioritizes work assignments from the Staff Sergeant, three Sergeants and investigators assigned to the Major Case Unit. Refers non routine queries to supervisor. Work is reviewed upon completion and progress generally monitored by the Staff Sergeant and investigators.

Periods of prolonged sitting, minimal physical effort, heavy visual concentration, manual dexterity and attention to detail are required when performing data entry functions, while checking crown packages for consistency; photocopying, correlating material, collating and binding documents, and when typing statements, interviews, informations, reports and correspondence from dictaphone or hard copy using word processing computer software and the PowerCase Management System. Transcription is done to ensure data is accurately transcribed verbatim. Notifies supervisor or contacts investigators for clarification if transcription tapes are inaudible. Most work is performed sitting at a desk.
**WORKING CONDITIONS:**

Work is performed in a standard open concept office the majority of the time, shared by project team members, subject to frequent interruptions from staff and members of the public calling the office for information. Due to desk location by door entrance, incumbent is exposed to staff going in/out of the office and is subject to background noises and continuous distractions when using headset for transcription. Very occasionally, may attend major case incidents at off-site command post to assist the Canvass Co-ordinator with data entry if required.

Due to the nature of major case investigations, the incumbent will occasionally be exposed to some overtime work and ongoing exposure to disturbing crime scene photos, with graphic descriptions of injuries sustained. Takes and re-directs phone calls from persons and suspects being charged or under investigation.

Work is subject to deadlines to have prisoners and paperwork ready for court. Accurately prepares Show Cause Packages, Arrest Packages, and corrective summonses prior to court dates. When requested by investigators, imports text from RMS into the PowerCase Management System to meet the 30-day deadline.

Takes and re-directs phone calls from persons and suspects being charged or under investigation.

**SKILL:**

a) **Knowledge:**

Basic knowledge of reading, writing, mathematical and communication skills, normally acquired through the attainment of an Ontario Secondary School Diploma or equivalent as determined by the Ontario Ministry of Education.

Knowledge of standardized office procedures and processes, proficient keyboarding skills, data entry, dictatyping, filing and file management, document organization, as well as letter and memo composition, normally acquired through previous office/word processing experience. Ability to operate a fax machine, photocopier, and other related office equipment.

Skill in the operation of a personal computer and knowledge of software programs such as Microsoft Word and Excel.

Ability to access relevant sections of the Criminal Code and the Youth Criminal Justice Act to prepare and type Informations, Crown Packages, arrest warrants, briefs, statements, occurrences and victim/witness statements verbatim. Familiarity with court processes and procedures and the ability to use the PowerCase Management System and the Niche Identification Card and Photo System.
Acquired basic knowledge of police computer networks and systems such as the Police Regionalized Information Data Entry (PRIDE) Records Management System (RMS), Computer Aided Dispatch (CAD), the Intranet, the NICHE Identification Card and Photo System, the Dictation System, the Canadian Police Information Centre (CPIC) system, and the Ministry of Transportation Ontario Police Automated Registration Information System (PARIS) to perform queries and data entry, locate information and send messages.

Acquired fundamental familiarity with police records file keeping, storage and query methods, the judicial system and related paper flow processes, court related terminology and processes and police related agencies.

Acquired basic knowledge of WRPS organizational structure, chain of command, branch functions and related paper flow processes and procedures.

Communication skills required to obtain information as required; to provide assistance to others; to draft routine correspondence and faxes; and to represent the police service in a positive, professional manner.

Ability to meet Ministry of the Attorney General criteria for appointment as a Commissioner for Taking Affidavits.

Ability to meet police security clearance requirements and to maintain confidentiality.

Ability to participate as an effective team member and to support and project values compatible with the organization.

Ability to meet testing requirements for the position.

b) **Language Communication (Written & Verbal):**

Ability to prepare minutes of meetings according to instruction and to prepare routine general correspondence, including letters and memos, for the signature of the Staff Sergeant, Sergeant(s) and/or Investigator(s).

Ability to verbally respond to inquiries from staff and the public and to redirect calls to investigators.

Ability to read and assist officers in collating necessary forms for inclusion in Crown Packages such as Show Causes, Informations, Warrant Packages, Crown Letters, Witness Lists, Summons and Subpoenas and Promises to Appear.

Ability to query and read police occurrences, RMS reports, CPIC and criminal name index reports to extract and format data for entry into the computerized PowerCase Management System and the Niche system.