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**Employee's Name:**

**Position Control Number:**

**Agency/Division:** EMSRB

**Activity:**

**Classification Title:** Investigative Specialist

**Working Title:** Investigator

**Prepared By:** Tony Spector, Executive Director

**Appraisal Period:** to

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**EMPLOYEE'S SIGNATURE/DATE**

**SUPERVISOR'S SIGNATURE/DATE**

(this position description accurately reflects my current job)

(this position description reflects the employee's current job)

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**POSITION PURPOSE**

This position is responsible for investigating complaints and allegations of misconduct contending violations of statutes and rules administered by the EMSRB regarding those individuals and entities subject to the agency's jurisdiction: EMS personnel, ambulance services, medical response units, and education programs. This position also will investigate violations of Board disciplinary orders. Cases investigated involve complicated and complex fact patterns that allege violations of patient care protocols as well as violations of statutes and rules. This position will manage a caseload of several cases, prepare detailed case reports for staff and board member review and for disciplinary administrative hearings, and will testify at hearings as required.

**REPORTABILITY**

Reports to: Executive Director, EMSRB

Supervises: none.

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**DIMENSIONS**

Budget: May influence software expenditures up to \$10,000 per year.

Clientele: Licensed ambulance services, credentialed EMS personnel, EMSRB-approved education programs, patients who received pre-hospital care, members of the public, staff from the Minnesota Attorney General's Office, and the staff and board members of the EMSRB.

**POSITION****DESCRIPTION B****EMPLOYEE'S NAME:****PCN:**

Resp. No.	PRINCIPAL RESPONSIBILITIES, TASKS AND PERFORMANCE INDICATORS	Priority	% of Time	Discretion
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|----|---|---|----|---|
| 1. | <p>Conduct investigations of complaints and allegations of misconduct regarding EMS personnel, ambulance services, and education programs.</p> <ul style="list-style-type: none"> <li>A. Investigate complaints and allegations of misconduct regarding individuals and entities subject to the Board’s jurisdiction.</li> <li>B. Investigate potential non-compliance with Board actions regarding entities and individuals under Board action.</li> <li>C. Interface with law enforcement agencies and the district courts for relevant criminal justice information pertinent to an investigation.</li> <li>D. Coordinate investigative activities and compile investigative data. Maintain clear and well-organized files with detailed process log on each file.</li> <li>E. Identify, locate, and conduct interviews/obtain statements of witnesses, third parties, and the subject(s) of an investigation using current investigative techniques, tactics, and technology.</li> <li>F. Develop a chain of custody procedure for evidence. Identify, protect, collect, evaluate, and preserve evidence.</li> <li>G. Execute subpoenas for documentation sought as part of the investigative process.</li> <li>H. Analyze evidence obtained and create a written summary of the analysis.</li> <li>I. Obtain a patient’s pre-hospital care report and hospital medical records. Review and evaluate the report and records against a complaint or allegation of misconduct. Prepare reports of findings.</li> <li>J. Determine need for and obtain additional necessary information and/or documentation for analysis pertaining to complaints and allegations of misconduct.</li> <li>K. Evaluate weight and sufficiency of evidence submitted or obtained, ensuring all relevant evidence is prepared for administrative proceedings. Develop and implement a sign-off procedure to send completed files for Director and Board approval.</li> <li>L. Consult with EMSRB field staff (EMS Specialists) where appropriate and relevant to an investigation for background information and technical guidance on matters pertaining to ambulance or EMS operations.</li> <li>M. Train EMSRB field staff on current investigative techniques, tactics, and technology for when EMS Specialists provide investigative assistance.</li> <li>N. Maintain the proper data privacy classification of all investigative data according to the Minnesota Government Data Practices Act.</li> <li>O. Prepare clear and concise memoranda and reports summarizing findings and identifying issues so that Board staff, Board members, and Board legal counsel receive accurate, clear, and concise information for disciplinary review panels, formal hearings, and board meetings.</li> <li>P. Maintain clear records of the methods, progress, and outcomes of each assignment.</li> <li>Q. Testify before administrative hearings and other tribunals.</li> </ul> | A | 60 | A |
| 2. | <p>Prioritize and assign cases for investigation depending on identified conduct and risk to public safety.</p> <ul style="list-style-type: none"> <li>A. Research and analyze issues that at times may be complex and highly technical using statutes and administrative rules to assess whether an allegation of misconduct or complaint gives rise to a violation of Statute or Rule.</li> <li>B. Negotiate and meet deadlines and prioritize issues, identifying which issues</li> </ul>  | A | 15 | A |

**POSITION****DESCRIPTION B****EMPLOYEE'S NAME:****PCN:**

Resp. No.	PRINCIPAL RESPONSIBILITIES, TASKS AND PERFORMANCE INDICATORS	Priority	% of Time	Discretion
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require immediate attention and taking effective and appropriate action based on that determination.

C. Assign cases for investigation.

3.	Develop and maintain a case management system and accountability element for existing files.	A	15	A
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A. Create a written investigative plan for each investigative file.

B. Conduct regular reviews of outstanding cases and produce reports documenting the reviews.

4.	Perform other responsibilities related to the position, including but not limited to:	B	10	A
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A. Compile, analyze, and prepare information for board reports pertinent to the complaint resolution process.

B. Contribute to Complaint Review Panel proceedings by providing concise oral reports summarizing written findings and answering panel questions as needed.

C. Consult with Attorney General's Office as necessary.

D. Prepare various reports utilizing disciplinary statistical data as requested by Executive Director for research, compliance, and administrative reports.

E. Assist with maintaining a secure system for release and retention of disciplinary data.

F. Provide technical assistance to other staff and board members as directed or as needed.

G. Participate in the implementation of the agency's strategic and operational plans as directed.

H. Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

I. Remain current in best investigative practices and apply that knowledge to best serve the Board and the public.

J. Assist the Executive Director in assessing and solving problems associated with functional and operational issues of the EMSRB as assigned.

**POSITION****DESCRIPTION C****EMPLOYEE'S NAME:****PCN:**

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**NATURE AND SCOPE** (relationships; knowledge, skills and abilities; problem solving and creativity; and freedom to act.)**RELATIONSHIPS**

This position has extensive contact with EMSRB staff, individuals and entities credentialed by the EMSRB, state agencies including the Minnesota Attorney General's office, hospitals and other healthcare providers, state and national EMS entities including the national association of EMS officials, the national registry of EMTs, and the council on Licensure, Enforcement, and Regulation. This position also has extensive contact with those members of the public who submit allegations of misconduct, the subjects of those allegations, witnesses, and third parties, as well as criminal justice agencies which include law enforcement and the district courts.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of best investigative practices.
- Knowledge of various interviewing techniques.
- Knowledge of principles of Emergency Medical Services.
- Ability to present clear, accurate, and concise verbal and written reports regarding each assignment.
- Ability to analyze evidence and evaluate medical records against a complaint or allegation of misconduct.
- Ability to read, review, and correctly interpret state statutes, state rules, and EMSRB board orders.
- Ability to write error-free, professional reports and documents in plain language, targeted to the appropriate audience and meeting a variety of stakeholder needs.
- Ability to craft investigate plans based upon the analysis of allegations of misconduct.
- Ability to pivot an investigation plan as needed, being flexible when presented with new information.
- Strong oral communication skills to deliver professional presentations to a variety of audiences.
- Proficiency in Microsoft applications.
- Ability to create professional presentations, charts, reports, and documents using Microsoft Office software or related/similar tools.
- Ability to keep project and program activities on schedule to ensure timely completion.
- Ability to organize and prioritize under strict time and production deadlines while producing quality deliverables.
- Ability to maintain clear records of the methods, progress, and outcomes of each assignment.
- Ability to establish rapport and create a mood of cooperation for effective problem solving.
- Ability to work in a team environment, collaborating effectively and productively.
- Ability to work independently.
- Ability to travel to attend in-state meetings and conduct investigations.
- Ability to keep project and program activities on schedule to ensure timely completion.

**PROBLEM SOLVING AND CREATIVITY**

- Solve challenges inherent in complex investigations that require careful analysis, deductive reasoning, and inference where appropriate.
- Weigh all relevant factors relating to problem identification and analysis within areas of responsibility, take appropriate action, and make appropriate recommendations within board policy and statutory restraints.

**FREEDOM TO ACT**

This position has considerable freedom to act on behalf of the agency within the parameters established by the Executive Director. This position's responsibilities require the use of professional judgment consistent with relevant state statutes and rules and the requirements of an administrative investigations. There is considerable independence of action with work being subject to the direction of the Executive Director.