



NOTICE: Effective January 15th the OPS will be posting new job advertisements on the eCareers website daily. New job advertisements will be posted throughout the week, Monday through Friday. Please check the site regularly to see new opportunities available within the OPS.

Please note that the **job alert** function is temporarily unavailable. We are working on correcting the issue, but in the meantime, please check the website regularly for updated job posting details. We will post an updated message on the site when the job alert function is functional again.

Job Specification

Position Title: Compliance Officer
Job Code: OPSEU - Investigator 1 OSC, 5670
Job ID: 19576

Purpose of Position:

To help reduce misuse and abuse of Ministry of Training, College & Universities (MTCU) Ontario Student Assistance Program (OSAP) and protect the governments investment in OSAP by :

- a) conducting investigations of the files of postsecondary students who have been identified as having applied for and/or received OSAP under false pretenses or who provided misleading information about their circumstances when applying for OSAP, and determining next steps, including recommendations that legal action be taken; and
- b) contributing to the development and communication of effective strategies for reducing misuse and abuse of OSAP.
- c) acting as an inspector under the Ministry of Training, Colleges and Universities Act and a person designated by the Superintendent under the Private Career Colleges Act, 2005

Duties/Responsibilities:

1. Investigate files of OSAP applicants / recipients who have been identified through various sources as possibly having applied for or received OSAP under false or misleading circumstances by: assessing the nature of the complaint; gathering and analyzing documentation to determine the veracity of the complaint; determining appropriate disposition of the case including determining whether the students eligibility for OSAP should be restricted, and/or recommending to the Senior Manager, Verification & Compliance that legal action should be pursued.
2. Respond to student inquires regarding their status
3. Analyze and present evidence if legal action is taken, whether by MTCU or other ministries such as Ministry of Community and Social Services (MCSS), against individual students; help prepare Crown briefs
4. Analyze OSAP data and statistics to determine if particular types of OSAP files should be reviewed. Select samples to investigate
5. Work as Inspectors on OSAP files with institutions if the provision of false or misleading information on OSAP applications appears to be linked directly or indirectly to the OSAP administration practices of the institution
6. Prepare reports on investigations and update paper and computer files as required
7. Prepare briefing materials for management on issues stemming from the outcome of investigations
8. Participate in reviews of policies and procedures for the branch; participate in OSAP information and training sessions for branch and institutional staff, and other activities to ensure effective program delivery and to reduce instances of abuse
9. Other related duties as assigned.

Knowledge:

Thorough knowledge of OSAP policy and procedure manuals and all related documents that pertain to OSAP eligibility for students including the federal component; OSAP Performance Requirements for institutions and related documents. Knowledge of relevant sections of legislation, regulations, policies

and procedures that impact on OSAP investigations, such as the Private Career Colleges Act, 2005 and regulations and relevant policies and procedures; the MTCU Act and relevant regulations; the Freedom of Information and Protection of Privacy Act (FOIPPA); consumer protection legislation; social assistance legislation and program guidelines and criteria, particularly as these relate to postsecondary students in receipt of OSAP; the Canadian Charter of Rights and Freedoms; the Ontario Evidence Act and the Canada Evidence Act, the Provincial Offences Act and Criminal Code. This knowledge would be applied when examining OSAP files to ascertain student compliance; responding to inquiries and complaints; advising students of eligibility criteria and the requirements for compliance; determining if legal action should be recommended; and participating in legal proceedings if required. Knowledge of investigative and research methodologies to carry out investigations of student files; assess findings, and determine appropriate follow-up and disposition. Knowledge of rules of evidence, due process of law, and techniques for gathering and presenting information that may be used in legal proceedings. Knowledge of statistical analysis in order to determine types of files to review; some knowledge of audit and accounting procedures.

Skills:

Analytical and problem solving skills to determine initial and continuing eligibility of students for OSAP; to determine follow-up requirements for students in instances of non-compliance; to identify instances of apparent or potential abuse of OSAP and determine corrective action; to review detailed, complex multi-year files and supporting documentation to detect problems, omissions, lack of continuing, etc. Ability to integrate and consolidate information from a variety of sources in order to respond effectively to complaints and inquiries. Position requires computer software skills to use applications such as word processing, spreadsheets, data base, presentations, email and internet searches, in order to research and prepare reports and presentations and update the units institutional data base and the OSAP data base as required. Verbal communication and interpersonal skills to effectively and tactfully explain OSAP criteria to students, spouses, parents, and others; to serve as an effective witness as required in law enforcement and legal proceedings; to participate in training programs for branch and institutional staff; and to work effectively and cooperatively with other members of the unit in a fast-paced, high-volume work environment. Writing skills to prepare clear and concise correspondence to students, spouses, parents, and others regarding OSAP criteria and to convey requirements and expectations; to prepare follow-up reports and related material on investigations, including evidence in legal proceedings; to prepare recommendations and briefing material for ministry officials; and to contribute to the development of policy and procedures manuals and training material. Organizational skills to prioritize and handle a large volume of inquires and referrals; to develop strategies for handling various types of cases (e.g., referrals; OSAP-MCFCS data sharing; Ministry of Transportation vehicle registrations; Revenue Canada income verification; credit check issues); to maintain up-to-date paper and computer files on investigation files.

Freedom of Action:

Job requires working with the framework of government/ministry legislation & standards, FOIPP legislation; provincial legislation and OSAP criteria, guidelines, policies and procedures, the Canadian Charter of Rights and Freedoms; and within the parameters of investigative and legal processes and requirements such as rules of evidence. Requires prioritizing, planning and coordinating own activities to ensure that referrals are dealt with appropriately and according to the seriousness of the perceived offence and credibility of the source; to ensure that cases are followed-up on a timely basis particularly where the investigation has serious implications for the student or for program; to meet agree-upon deadlines and operational requirements; and to complete urgent requests for briefing material and correspondence as required. Exercises latitude in decision-making when determining appropriate disposition of cases, e.g. recommending restrictions on a students or institutions eligibility for OSAP, and in recommending further action on a case to other staff or management. Requires judgement to determine when to alert the Senior Manager to serious or extra-ordinary non-compliance issues, abuse, or criminal activity; to alert other Inspectors to potential problems at a particular institution as these relate to student files; to provide clear evidence to law enforcement officials and in court. Requires tact, patience and judgement to deal with irate or upset students, families, or school officials, and to convey sensitive information in a diplomatic manner.