



POSITION DESCRIPTION

Position Title: Coordinator, Professional Practice & Support

Position Category: Employee Full-Time

Department: Quality Practice

Territorial Acknowledgement

The offices of the College of Health and Care Professionals of British Columbia (CHCPBC) are located on the ancestral and unceded territories of the Coast Salish Peoples — specifically, the x^wməθk^wəyəm (Musqueam), Sk^wxwú7mesh (Squamish) and səliwətaɫ (Tseil-Waututh) Nations — the lək^wəŋən (Lekwungen) Peoples — represented today by the Songhees and x^wsepsəm (Esquimalt) Nations — and the WSÁNEĆ (Saanich) Peoples — including the BOKKÉĆEN (Pauquachin), STÁ,UTW (Tsawout), WJOLEŁP (Tsartlip), and WSÍKEM (Tseycum) Nations.

Position Summary

The Coordinator, Professional Practice & Support, is responsible for carrying out tasks in support of the College's practice advisor team, and in accordance with the College's By-laws, policies, and standards of practice. This role provides frontline assistance to staff practice advisors, registrants, and the public, addressing enquiries regarding compliance with the College's Bylaws, standards of practice, and scopes of practice for the nine (9) professions regulated by the College. The Coordinator, Professional Practice & Support, monitors practice support enquiries and consultations, ensuring compliance with the By-laws and legislative requirements. This role also supports Quality Practice related committee and profession-specific panel duties, such as collecting necessary documentation and arranging meeting logistics.

It is essential for all College staff to contribute to a team approach with a public protection focus, delivering efficient services that align with and allow the College to meet its regulatory, strategic, and operational goals.

Supervisory & Reporting Responsibilities/Relationships

Reports to: Manager, Professional Practice & Support

Direct supervision: N/A



Duties & Responsibilities

1. Support the Professional Practice & Support team by overseeing and triaging practice support enquiries.
2. Assist with gathering profession-specific information for other regulatory departments as requested.
3. Assist the Professional Practice & Support team with collection and collation of practice support data and trend information.
4. Collaborate on the creation and dissemination of Professional Practice & Support resource documents and news updates.
5. Supports the Quality Practice team in creating Professional Practice & Support reports and documents as needed for the Board, Quality Practice related committees, and the College's leadership team.
6. Contribute to strategic goals and outcomes identified for Professional Practice & Support.
7. Supports the Quality Assurance team, and the Regulatory Transformation Advisor, Quality Practice, as required.
8. Other duties as assigned by the Manager.

Qualifications

1. Three (3) years' experience in health regulation or a similar field.
2. Strong customer service skills and excellent oral and written communication.
3. Experience working with member database software.
4. Previous regulatory experience or understanding of legislative requirements.
5. Strong working knowledge of cloud computing systems and Microsoft Office suite (such as Word, PowerPoint, Excel, Outlook).
6. Maintain confidentiality and discretion of information received while performing work functions.
7. Demonstrated ability to work productively within a team but also independently.
8. Collaborative spirit with a passion for fostering regulatory excellence.
9. Demonstrated understanding of diversity, inclusion, and cultural safety and humility as they apply to professional practice & support
10. Awareness of, and commitment to, learning and understanding the Truth & Reconciliation Commission's 94 Calls to Action (2015), the *In Plain Sight* report (2020), the *Declaration on the Rights of Indigenous Peoples Act* (2019) and *Reclaiming Power and Place's* (the Missing and Murdered Indigenous Women & Girls National Inquiry's Final Report) Calls for Justice, and how they intersect across the health care system.

Salary & Benefits

1. The compensation for this position is \$65,280-\$81,600 annually based on a 37.5-hour work week.
2. The starting salary will be determined based on factors such as the successful candidate's job-related knowledge, skills, experience; salaries of other employees in the same salary range; market conditions and other relevant factors.



3. The College provides competitive compensation; an attractive paid-time off package that gives annual vacation, personal days, and extended benefits that include healthcare a defined benefit plan with the Municipal Pension Plan (MPP).
4. We have a flexible work environment that includes a hybrid work model with an assigned schedule. We offer opportunities for personal and professional growth; provide flexibility; strive for work-life balance; and provide an excellent and dynamic work environment where innovation, teamwork and creativity are highly valued.