

# POSITION DESCRIPTION

**Position Title:** Senior Investigator

**Position Category:** Employee Full-Time

**Department:** Investigations, Discipline, & Monitoring (IDM)

## 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<sup>w</sup>məθk<sup>w</sup>əyəm (Musqueam), S<sup>k</sup>wxwú7mesh (Squamish) and səliwətał (Tseil-Waututh) Nations — the lək<sup>w</sup>əŋən (Lekwungen) Peoples — represented today by the Songhees and x<sup>w</sup>sepsəm (Esquimalt) Nations — and the WSÁNEĆ (Saanich) Peoples — including the BOKĪĒĆEN (Pauquachin), S<sup>T</sup>Á,UTW (Tsawout), W<sup>J</sup>OŁEŁP (Tsartlip), and W<sup>S</sup>ÍĶEM (Tseycum) Nations.

## Position Summary

The Senior Investigator is responsible for investigating:

1. complaints, statutory reports, and Inquiry Committee-initiated investigations concerning registrants of CHCPBC under Part 3 of the *Health Professions Act* (HPA); and
2. the unauthorized use of protected titles and the unauthorized practice of those professions regulated by CHCPBC.

The position requires a good working knowledge and understanding of the HPA and its regulations, the CHCPBC Bylaws, standards, code(s) of ethical conduct, and policies, administrative law (specifically, the principles of administrative fairness) and the legal definitions of professional misconduct and unprofessional conduct, and federal and provincial privacy legislation (*Freedom of Information and Protection of Privacy Act* and *Personal Information Protection Act*).

The Senior Investigator regularly interacts with: complainants (or their representatives); registrants (or their legal counsel); non-registrants allegedly engaged in unauthorised activities (or their legal counsel); witnesses; employers (public organizations and private bodies); CHCPBC legal counsel (internal or external); Crown/Defence counsel; RCMP or police; Criminal Records Review office; other health profession colleges; CHCPBC department staff, the CHCPBC Inquiry Committee, the CHCPBC Discipline committee, and other stakeholders.



The Senior investigator manages a large caseload comprised of the more complex and high-conflict inquiry matters.

## Supervisory & Reporting Responsibilities/Relationships

**Reports to:** Manager, Investigations, Discipline, & Monitoring

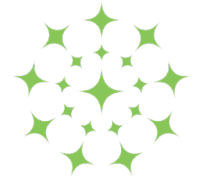
**Direct supervision:** N/A

## Duties & Responsibilities

1. Developing investigation plans; consulting with CHCPBC Professional Practice & Support staff (as necessary) for profession specific assistance; obtaining relevant evidence, including medical and other records, from third parties; interviewing relevant parties and witnesses.
2. Drafting interview summaries; drafting fair, neutral, and balanced Reports on Registrar's Actions and Investigation Reports; redacting personal information from relevant documents (as necessary);
3. Presenting Reports on Registrar's Actions and Investigation Reports to the Inquiry Committee and responding to any questions Committee members may have; drafting disposition decisions based on Inquiry Committee discussions.
4. Supporting the Coordinator, Intake & Monitoring, on any matters being monitored for compliance post disposition (as needed).
5. Liaising with CHCPBC legal counsel to ensure extraordinary investigation issues are resolved in accordance with the law.
6. Testifying at CHCPBC Discipline Hearings (as necessary).
7. Mentoring junior investigators.
8. Supported by a 2-person team of Administrative Associates, Investigations, Discipline & Monitoring, for filing and other basic administrative tasks.
9. Providing instructions and directions to Administrative Associates.
10. Managing a large caseload with complex files across various professions regulated by CHCPBC.
11. Fostering and maintaining an organizational culture that promotes mutual respect, teamwork, and service excellence.

## Qualifications

1. Minimum ten (10) years of work experience in licensing, legal, or professional regulatory investigations, preferably in a healthcare setting (or equivalent combination of education and experience).
2. Understanding of administrative law processes, and/or mediation and negotiation.
3. Demonstrated understanding of diversity, inclusion, and cultural safety and humility as they apply to investigations, professional regulatory complaints resolution processes, and health care.
4. 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.

5. Ability to make difficult and objective decisions under pressure and with limited information.
6. Effective communication skills, both written and verbal, are required. Strong interpersonal skills and the ability to negotiate and manage conflict are essential to the position.
7. Ability to manage an independent, complex workload while contributing effectively to the team.
8. Ability to develop, implement, and maintain organizational policies, procedures, and standards. Demonstrated attention to detail.
9. Advanced skills and experience using MS Office Suite, including CRM platforms, SharePoint, MS Teams, web browsers, and search engines.
10. Experience with Adobe Acrobat Pro.
11. If a regulated professional, must hold practicing registration in good standing with the regulatory authority in British Columbia.
12. Travel on occasions, dependent on location and volume of complaints, primarily within BC, is a requirement.
13. Post-secondary education in audiology, dietetics, hearing instrument dispensing, occupational therapy, opticianry, optometry, physical therapy, psychology, or speech-language pathology, or an LLB or Juris Doctor, is an asset.
14. Direct experience conducting professional regulatory investigations. Specific, direct experience investigating and resolving complaints within the health care system that involves indigenous peoples is an asset
15. Experience in responding to individuals suffering from mental illness or an addiction is an asset.
16. Knowledge of trauma-informed investigative practice is an asset.

## Salary & Benefits

1. The compensation for this position is \$101,000-\$143,900 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.