



POSITION DESCRIPTION

Position Title: Administrative Associate, Licensure

Position Category: Employee Full-Time (18-month contract)

Department: Licensure

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 səilwətał (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), WJOŁEŁP (Tsartlip), and WSÍKEM (Tseycum) Nations.

Position Summary

The Administrative Associate, Licensure, supports the Licensure team by providing administrative and clerical assistance to ensure the smooth operations of the College's licensing process. This frontline position is tasked with a wide variety of administrative functions and licensure-related tasks, including reviewing, processing, and tracking registration applications, and providing administrative support during Committee meetings. This role also supports other functions within the College and is a back up for general administrative duties.

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, Licensure

Direct supervision: N/A

Duties & Responsibilities

1. Correspond with applicants and registrants via in-person meetings, emails, and phone calls.
2. Review applications to ensure all documentation has been received.
3. Data entry: ensure the integrity of the registration data entered into the database.



4. Support the development and maintenance of the records management system.
5. Support as necessary the scheduling, the preparation, and the follow-up of committee, project and working group meetings – confirming attendees, booking meeting rooms, travel arrangement and reservation, refreshments, etc.
6. Draft correspondence and process mail merge from letter templates.
7. Contributes to strategic goals and outcomes identified for licensure.
8. Other duties as assigned by the Manager.

Qualifications

1. One (1) to 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 database software and CRM platforms.
4. Previous regulatory experience or understanding of legislative requirements.
5. Tech savvy with excellent 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.

Diversity, Equity and Inclusion

CHCPBC values and celebrates diversity. We acknowledge the uniqueness of every individual and that employing people who reflect a spectrum of skills, backgrounds, identities, and lived experiences is essential to our success. We value all employees and applicants, including those who identify with diverse groups such as people who self-identify as First Nations, Métis or Inuit/Inuk, Black or racialized persons, women, 2SLGBTQIA+, and gender diverse, disabled and neurodivergent people. We are committed to fostering an open, welcoming and inclusive work environment where we value and respect different perspectives. We aspire to employ and support our staff who are representative of the diverse BC communities which we serve.

Salary & Benefits

1. The compensation for this position is \$51,139 - \$76,709 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 a pension benefit.
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.