



POSITION DESCRIPTION

Position title: Coordinator, Monitoring

Position Category: Employee Full-time

Work arrangement: Flexible

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^wməθk^wəyəm (Musqueam), Sk^wxwú7mesh (Squamish) and səliwətał (Tseil-Waututh) Nations — the lək^wəŋən (Lekwungen) Peoples — represented today by the Songhees and x^wsəpsəm (Esquimalt) Nations — and the WSÁNEĆ (Saanich) Peoples — including the BOKKÉĆEN (Pauquachin), STÁ,UTW (Tsawout), WJOLEŁP (Tsartlip), and WSÍKEM (Tseycum) Nations.

Position Summary

The Coordinator, Monitoring is responsible for coordinating the monitoring process of complaint investigation progress, and ensuring adherence to Inquiry Committee decision terms, including any limits, conditions and suspensions imposed on registrants. This role is responsible for a variety of administrative functions and the monitoring of disciplinary decisions. Responsibilities include preparing and reviewing memos, reviewing decisions written by investigators, and coordinating communication of sensitive decisions to parties involved in complaints, managing confidential records for complaint matters, scheduling of and preparing materials for Inquiry Committee panels, and attending meetings as needed. Additionally, the Coordinator may have to communicate with law enforcement, legal counsel, consultants, and health care organizations regarding complaint information, as appropriate.

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: Director, Investigations, Discipline & Monitoring

Direct supervision: N/A

Duties & Responsibilities

1. Case Monitoring:



- Serves as the primary contact for providing updates on complaint decision progress inquiries regarding health care professionals.
 - Refers Conducts initial assessments of complaints to determine the appropriate course of action, including referral to relevant staff, departments, or committees.
2. Case Management:
 - Tracks and monitors the status of cases from investigation completion to case closure.
 - Ensures all relevant stakeholders are informed of case progress and timelines.
 - Maintains accurate and up-to-date case files and records.
 3. Documentation and Reporting:
 - Prepares memos, decision letters, and summaries, and updates for inquiry committee panels, and other relevant parties.
 - Ensures that all documentation meets regulatory and legal requirements.
 4. Stakeholder Communication:
 - Liaises with members of the public, health professionals, legal representatives, and other stakeholders throughout the complaint monitoring process.
 - Provides clear and timely communication to ensure all parties are informed of their rights, obligations, and the status of their cases.
 - Refers to relevant legislation, College Bylaws, standards, and policies to inform stakeholder communication
 - Process Improvement: Identifies areas for improvement in the monitoring process and recommends solutions to enhance efficiency and effectiveness.
 5. Policy Compliance and Guidance:
 - Ensures that all monitoring activities comply with the College's policies, as well as provincial and federal regulatory requirements.
 - Support internal teams on handling complex or sensitive cases and appropriate disclosure on the public register.
 6. Committee Support:
 - Support the work of the inquiry committee by providing monitoring documentation to inform compliance with inquiry decisions, and other relevant materials.
 - Attend meetings and take minutes when required.

Qualifications/Skills

1. Strong customer service skills and excellent oral and written communication.
2. Experience working with member database software.
3. Previous regulatory experience or understanding of legislative requirements and identifying and analyzing the implications on internal policies and procedures an asset.
4. Tech savvy with excellent working knowledge of cloud computing systems and Microsoft Office suite.
5. Organized and detail oriented.



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. Awareness of the *Health Professions Act* and *Health Professions and Occupations Act* and their application to the work of CHCPBC.
10. Awareness of the Declaration on the Rights of Indigenous Peoples Act (2019) and Action Plan (2022-2027) and their application to the work of CHCPBC, including awareness of a distinctions-based approach related to Indigenous Peoples.
11. Awareness of and commitment to learning and understanding the Truth & Reconciliation Commission's 94 Calls to Action (2015), the In Plain Sight Report's 24 recommendations specific to healthcare in BC (2020), and the 231 Calls for Justice in Reclaiming Power and Place: National Inquiry into Missing and Murdered Indigenous Women & Girls Final Report (2019) and how they intersect across the health care system.
12. Commitment to ongoing learning related to Indigenous cultural safety and humility.

Salary & Benefits

1. The full-time compensation for this position is \$65,520-\$81,900 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 and an attractive benefit package.
4. We have a flexible work environment that includes a hybrid/remote 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.

The College deeply values and celebrates diversity, understanding that it is not just about representation, but about the active inclusion, empowerment, and support of individuals with a wide range of skills, backgrounds, identities, and lived experiences. We acknowledge that diversity is essential to our success and resilience, and we strive to build an environment where every individual is recognized, respected, and provided with the space to thrive. We honour and actively support employees who identify with a broad spectrum of communities, including but not limited to, those who self-identify as First Nations, Metis, Inuit/Inuk, Black, racialized persons, 2SLGBTQIA+, gender diverse, disabled, and neurodivergent individuals.

Our commitment goes beyond representation - we aim to create a culture of belonging, where diverse perspectives are not only heard but celebrated, and where people feel safe, valued, and supported. We are dedicated to fostering an open, welcoming and inclusive work environment where all employees can bring their full, authentic selves to their work. We recognize that true diversity requires the active dismantling of systemic barriers and



the continuous support of equity deserving groups.

As a College, we aspire to employ, support, and empower staff who reflect the rich diversity of the communities we serve across British Columbia, ensuring that our team is representative and responsive to the varied needs and lived experiences of those who rely on our services.