



POSITION DESCRIPTION

Position title: Investigator

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^wsepsəm (Esquimalt) Nations — and the WSÁNEĆ (Saanich) Peoples — including the BOKKÉĆEN (Pauquachin), STÁ,UTW (Tsawout), WJOLEŁP (Tsartlip), and WSÍKEM (Tseycum) Nations.

Position Summary

The Investigator is responsible for carrying out investigations of registrants in accordance with Part 3 of the *Health Professions Act*, as well as non-registrants. The role requires strong written and verbal communication skills, as well as strong evaluative, critical thinking, problem solving, and analytical skills to manage complaint enquiries; planning and conducting investigations; and analyzing investigative findings relating to the practice, conduct or actions of College registrants in an unbiased manner. The Investigator will also draft and present written investigation reports, negotiate agreements, and communicate outcomes to relevant parties.

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: Senior Investigator

Direct supervision: N/A

Duties & Responsibilities

1. Manage all aspects of complaint investigations assigned by the Inquiry Committee, including preparation of investigation plans, evidence identification, conducting in-



interviews, preparing investigation reports, tracking, management of statutory time-lines and developing summaries.

2. Correspond with complainants and registrants to obtain evidence and to communicate the status and outcome of complaints.
3. Attend locations to investigate, inquire into, inspect, observe or examine:
 - a. a registrant's practice.
 - b. the premises, equipment and materials used by a registrant while providing health services; and,
 - c. records created by a registrant while providing health services.
4. Attend Inquiry Committee meetings to answer questions regarding the investigations, inspections and audits conducted.
5. Appear as a witness at discipline proceedings conducted by the College as required.
6. Maintains knowledge of legislation and practices in regulation, identifying trends, risks and best practices.
7. Collaborates with regulators in BC and other jurisdictions to share best practices and develop common approaches to regulation.
8. Completed other duties related to Inquiry and Discipline as assigned.

Qualifications/Skills

1. Three (3) years of work experience as a psychologist preferred, and licensing, legal, or regulatory investigations, preferably in a healthcare setting (or equivalent combination of education and experience).
2. Experience in interpreting legislative requirements and identifying and analyzing the implications on internal policies and procedures.
3. Knowledge of the *Health Professions Act* and a demonstrated understanding of regulatory functions and related administrative law principles.
4. Strong report writing, research, evaluative, analytical, and witness interviewing skills.
5. Strong problem solving and conflict resolution skills.
6. Ability to discern fact/evidence and maintain objectivity.
7. Ability to maintain a high level of situational awareness.
8. Ability to maintain tact when dealing with diverse groups of people with different personalities.
9. Computer proficiency with a variety of relevant software applications.
10. Collaborative spirit with a passion for fostering regulatory excellence.
11. Awareness of the *Health Professions Act* and *Health Professions and Occupations Act* and their application to the work of CHCPBC.
12. 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.
13. 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.



14. Commitment to ongoing learning related to Indigenous cultural safety and humility.

Salary & Benefits

1. The full-time compensation for this position is \$87,040-\$108,800 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.