



POSITION DESCRIPTION

Role: Administrative Associate, Licensure

Team: Licensure

Category: Employee Full-time

Work arrangement: Hybrid in Vancouver and Victoria office

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), Sk̓w̓x̓wú7mesh (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), W̓JOŁEŁP (Tsartlip), and W̓SÍKEM (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/Skills

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. 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 \$54,315-\$63,900 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.