



POSITION DESCRIPTION

Role: Administrative Associate

Team: Investigations, Discipline & Monitoring (IDM)

Category: Employee Full-time

Work arrangement: Hybrid in Vancouver 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), 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 Administrative Associate supports the Investigations, Discipline & Monitoring team by providing administrative and clerical assistance to ensure the smooth operation of the College's complaints and discipline processes. This frontline position is tasked with a wide variety of administrative functions and complaint-related tasks, including reviewing, processing, and tracking complaints, 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

Supervisory & Reporting Responsibilities/Relationships

Reports to: Senior Investigator

Direct supervision: N/A

Duties & Responsibilities

1. Provides timely and courteous responses to registrants, complainants and the public through phone and email regarding licensure processes and policies.
2. Assisting with creation and maintenance of physical and electronic files for inquiry, discipline, title violation and registration investigation matters, including by filing electronic communications.
3. Drafting and sending correspondence for inquiry, discipline, title violation matters.



4. Assisting with data entry for inquiry, discipline, title violation and registration investigation matters in the College's database.
5. Preparing lists of documents or document packages for discipline hearings or Inquiry Committee meetings, or for reviews by the Health Professions Review Board.
6. Providing administrative support to Investigators as directed.
7. Provides support for the Inquiry and Discipline Committee including facilitating meeting logistics and preparing and disseminating documents.
8. Receives and reviews documentation related to complaints and investigations and triages information to appropriate staff.
9. Updates and maintains registrant information related to complaints in the College's databases.

Qualifications/Skills

1. Strong customer service skills and excellent oral and written communication.
2. Experience working with member database software.
3. Tech savvy with excellent working knowledge of cloud computing systems and Microsoft Office suite.
4. Maintain confidentiality and discretion of information received while performing work functions.
5. Demonstrated ability to work productively within a team but also independently.
6. Collaborative spirit with a passion for fostering regulatory excellence.
7. Awareness of the *Health Professions Act* and *Health Professions and Occupations Act* and their application to the work of CHCPBC.
8. 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.
9. 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.
10. 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.