

POSITION DESCRIPTION

Position Title: Investigator

Position Category: Employee, Full-time

Work Arrangement: Hybrid or remote in BC

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), Skw^xwú7mesh (Squamish) and səlilwətal (Tsleil-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), WJOLÉLP (Tsartlip), and WSÍKEM (Tseycum) Nations.

Position Summary

The Investigator is primarily responsible for planning and conducting investigations into complaints, reports, and information related to licensee conduct and fitness to practise in accordance with the CHCPBC's mandate to protect the public from harm and discrimination under the *Health Professions and Occupations Act* (HPOA).

Where appropriate, the Investigator supports the early resolution of cases by the Registrar and/or panels of the Investigation Committee by using effective communication skills, engaging in constructive dialogue, and facilitating alternative complaint resolution processes to achieve timely, fair, and mutually acceptable outcomes.

Otherwise, the Investigator prepares comprehensive written investigation reports, presents their reports to panels of the Investigation Committee, responds to questions from panel members and drafts disposition documents that reflect the panel's decision. The Investigator may also be required to provide testimony at discipline hearings.

The role is accountable for ensuring that complaints are investigated and resolved in accordance with administrative fairness principles, statutory requirements and College policies. The Investigator must complete investigations within applicable statutory timelines and manage the College's response to any Health Professions Review Board's review related to delay or adequacy of investigation.

Supervisory & Reporting Responsibilities/Relationships

Reports to: Manager, Early & Alternative Resolutions



Direct supervision: N/A

Indirect supervision: Assigned Administrative Associate

Duties & Responsibilities

Investigations

- Manage all aspects of assigned investigations, including developing investigation plans, identifying and collecting evidence, conducting interviews, and preparing investigation reports within statutory timelines.
- Identify and act upon risks to the public proactively, including by prioritizing high-risk cases, and identifying cases where interim action to protect the public may be required.
- Where appropriate, navigate cases through the College's early or alternative complaint resolution processes.
- Maintain accurate, detailed, and secure documentation of investigative activities in accordance with College policies and administrative fairness principles.

Communications

- Correspond with complainants, licensees, witnesses, employers, and others to obtain information, clarify issues, and communicate investigation status and outcomes as appropriate.
- Conduct trauma-informed, culturally safe interviews with complainants, licensees, and witnesses, including individuals who may be vulnerable or distressed.
- Support complainants and licensees to participate in investigations and complaint resolution processes by providing clear, accessible, and relevant information.
- Provide reports to the Registrar as required.

Exercise of Investigation Powers

- Make information and production orders, as appropriate, and follow up to ensure compliance, escalating concerns when necessary.
- Attend practice locations to:
 - enter premises used by a licensee to practise;
 - inspect, analyze, or take similar action with respect to equipment or materials found on the premises or produced under an order;
 - inspect and copy records found on the premises or produced under an order, including records containing personal or confidential information;
 - observe and record the practise of a designated health profession performed by or under the supervision of the respondent, whether or not as part of a competence assessment.
- Order a licensee to undergo a competence assessment when appropriate.



Committee and Registrar Support

- Attend Investigation Committee panel meetings to present cases, respond to questions, and support panel decision-making.
- Draft disposition documents that accurately reflect Registrar and/or panel decisions and rationale.

Discipline Proceedings

- Appear as a witness at discipline hearings as required, providing clear, factual, and well-documented testimony.

Professional and Regulatory Knowledge

- Maintain current knowledge of relevant legislation, case law, investigative practices, and regulatory trends.
- Identify emerging risks, patterns, and best practices to support continuous improvement of regulatory processes.

Collaboration and External Relations

- Collaborate with other regulators in BC and across jurisdictions to share information, align practices, and support coordinated regulatory responses as appropriate and permitted.
- Collaborate with colleagues and external stakeholders to ensure that early and alternative complaint resolution processes used are culturally safe and appropriate to the circumstances of the case.

Other Duties

- Complete other investigation related duties as assigned.

Qualifications/Skills

Education

- A degree in law, legal studies, criminology, public administration, public policy, health administration, health policy, health sciences, social sciences, or another related discipline with a strong investigative, analytical, regulatory, or leadership component.
- Training in alternative dispute resolution such as mediation and/or restorative processes.
- Demonstrated commitment to ongoing learning related to Indigenous cultural safety and humility.

Work Experience

- At least three (3) years of work experience as an investigator for or on behalf of a health profession regulator (preferred), another professional regulator, or another regulatory body.



- Experience with mediation, restorative and/or alternative dispute resolution processes is an asset.
- Professional practice experience in one of the nine (9) professions regulated by the College is an asset but not required.

Knowledge

- Administrative law principles, including procedural fairness and statutory decision making, preferably within professional regulatory frameworks.
- Theories of dispute resolution.
- Investigative methods, including evidence collection, interviewing techniques, and documentation standards.
- Privacy, confidentiality, and records management requirements.
- *Health Professions and Occupations Act (HPOA)*, related regulations, bylaws, policies, and their application to the work of CHCPBC.
- Healthcare environments, scopes of practice, and professional standards relevant to regulated health and care professions.
- Trends and risks in professional regulation, including issues related to conduct, competence, and fitness to practise.
- Demonstrated understanding of diversity, inclusion, cultural safety, and humility.
- Awareness of and commitment to reconciliation, anti-discrimination, and addressing Indigenous-specific racism in the healthcare system.

Skills

- Strong investigative and analytical skills, including the ability to assess credibility, identify inconsistencies, and synthesize complex information.
- Exceptional written communication skills, including the ability to prepare clear, comprehensive, and defensible investigative reports and disposition documents.
- Effective verbal communication skills, including the ability to conduct interviews, present findings to committees, and provide testimony at hearings.
- Dispute resolution skills, with the ability to support complainants and licensees to engage in constructive communication to resolve points of conflict.
- Advanced organizational and time-management skills, with the ability to manage multiple files and meet statutory deadlines.
- Sound judgment and decision-making, particularly in situations involving ambiguity, risk, or sensitive subject matter.
- Proficiency with Microsoft 365 suite, including SharePoint, Word, Excel, and Outlook.
- Proficiency with Adobe Acrobat Pro and DocuSign.
- Strong interpersonal skills, including the ability to build rapport, maintain neutrality, and navigate conflict or emotionally charged interactions.



Abilities

- Conduct fair, impartial, and thorough investigations that withstand external scrutiny, including review by the Health Professions Review Board.
- Strong commitment to public safety and upholding the standards of professional practice.
- Apply legislation, policy, and evidence standards to complex fact patterns and regulatory questions.
- Conduct trauma-informed, culturally safe interviews with individuals from diverse backgrounds.
- Integrate Indigenous cultural safety and humility into investigative practice, including ongoing learning and self-reflection.
- Work independently while exercising discretion, accountability, and sound professional judgment.
- Collaborate effectively with colleagues, legal counsel, external agencies, and other regulators.
- Manage sensitive and confidential information with professionalism and integrity.
- Travel within BC to conduct interviews, inspections, and site visits as required.

Salary & Benefits

- The full-time compensation for this position is \$84,608-\$116,337 annually based on a 37.5-hour work week.
- 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.
- The College provides competitive compensation, an attractive paid-time off package including annual vacation and personal days, as well as a pension benefit.
- We have a flexible work environment that includes a hybrid or remote work model. 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.

Our Commitment to Diversity and Inclusion

The College deeply values and celebrates diversity and is committed to creating an inclusive, welcoming, and respectful work environment where employees with diverse backgrounds, identities, skills, and lived experiences are recognized, supported, and empowered to thrive. We are committed to fostering a culture of belonging, advancing equity, and addressing systemic barriers in the workplace and the healthcare system.