College of
HEALTH AND CARE
PROFESSIONALS OF BC

POSITION DESCRIPTION

Position Title: Manager, Investigations

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 xʷməθkʷəy̓əm (Musqueam), Sḵwx̱wú7mesh (Squamish) and səlilwətaɬ (Tsleil-Waututh) Nations — the ləkʷəŋən (Lekwungen) Peoples — represented today by the Songhees and xʷsepsəm (Esquimalt) Nations — and the WSÁNEĆ (Saanich) Peoples — including the BOKĺEĆEN (Pauquachin), SṮÁ,UTW̱ (Tsawout), W̱JOŁEŁP (Tsartlip), and W̱SÍḴEM (Tseycum) Nations.

Position Summary

The Manager, Investigations leads the College's investigation program for complaints, reports, and information concerning licensee conduct and fitness to practise, as well as matters involving the unauthorized use of an exclusive title or the unauthorized practice of a restricted activity, that require Investigation Committee (IC) involvement. The role supports CHCPBC's mandate to protect the public from harm and discrimination under the *Health Professions and Occupations Act* (HPOA).

The Manager, Investigations provides operational leadership and oversight for the College's investigation program and IC caseload and leads a group of staff responsible for conducting and supporting investigations.

The role assigns and prioritizes work, manages workloads and resources, supports staff performance and development, and promotes quality and consistency in investigative practices. The Manager oversees the progression and resolution of investigations, identifies and manages risks to the public, and ensures timely referral of matters requiring committee consideration or decision.

The Manager also contributes to the development and implementation of investigation-related policies, procedures, and practices that support effective regulation, public protection, and professional accountability.

Supervisory & Reporting Responsibilities

Reports to: Director, Investigation, Discipline and Monitoring (IDM)

Direct supervision: Investigators

Indirect supervision: Administrative Associates

Duties & Responsibilities

Investigations Management

- Coordinate with intake, early resolution, and legal teams to assess and determine appropriate approaches for managing cases and progressing investigations.
- Overseeing the review, and assignment to investigators of investigation cases.
- Ensuring investigations are conducted fairly, thoroughly, timely, and in compliance with the legislation and bylaws.
- Ensure that risks to the public are appropriately identified and managed, including timely referral to the Investigation Committee for Summary Protection Orders where necessary.
- Supporting investigators with interpretation and application of regulatory tools within investigations.
- Applying a continuous quality improvement approach to the investigation process.

Reporting and Documentation

- Reviewing detailed reports on investigations, and inquiry committee dispositions.
- Ensuring accurate records are maintained for regulatory reviews or legal processes.
- Providing reports and updates to leadership, the board, ministry, or Health Professions and Occupations Regulatory Oversight Office.

Partner Collaboration

- Liaising with other regulatory bodies, healthcare organizations, legal professionals, and the public.
- Providing guidance and support to health professionals under investigation.
- Responding to inquiries from interested parties about the status of investigations or compliance matters.

Policy Development and Implementation

- Assisting in the development and revision of policies related to investigations.
- Ensuring policies are aligned with legal, practice, and ethical standards in health care.

Training and Education

- Educating students and health care professionals about compliance and the complaint process, in collaboration with other regulatory departments (e.g. licensure, quality practice).

Team Management

- Provide leadership and oversight to the Investigations team, including workload management, case prioritization, and risk management.
- Oversee professional development activities in alignment with strategic priorities.

Other Duties

- Complete other investigation management 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.
- Demonstrated commitment to ongoing learning related to Indigenous cultural safety and humility.

Work Experience

- At least five (5) years of progressively responsible investigations, regulatory compliance, or legal experience, preferably in professional regulation or health care.
- Experience overseeing complex investigations, disciplinary processes, public-risk matters, and defensible regulatory outcomes.
- Proven experience leading teams, managing performance and workloads, and ensuring consistent, high-quality investigative practice.
- Experience advising committees or senior leaders; professional practice in a College-regulated profession is an asset.

Knowledge

- Administrative law principles, including procedural fairness and statutory decision making, preferably within professional regulatory frameworks.
- 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

- Leadership and people management, including coaching, performance management, workload allocation, resource planning, and team development.
- Advanced investigation, analysis, risk assessment, judgment, and decision making in complex or sensitive matters.
- Exceptional written, verbal, presentation, report-review, and quality-assurance skills.
- Conflict resolution, relationship management, prioritization, and management of competing demands and statutory deadlines.
- Proficiency with Microsoft 365, SharePoint, Adobe Acrobat Pro, and DocuSign.

Abilities

- Lead fair, impartial, thorough, timely, and externally defensible investigations.
- Identify, escalate, and manage public risk, including matters requiring committee consideration or Summary Protection Orders.
- Apply legislation, policy, evidence standards, and regulatory tools to complex matters and guide investigators.
- Maintain consistent quality standards and integrate trauma-informed, culturally safe, and continuously improving practices.
- Exercise discretion, integrity, and accountability while collaborating effectively and safeguarding confidential information.
- Travel within BC as required.

Salary & Benefits

- The full-time compensation for this position is $105,353-$144,861 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.