College of
HEALTH AND CARE
PROFESSIONALS OF BC

POSITION DESCRIPTION

Position Title: Paralegal

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 Paralegal provides administrative and legal support to Legal Counsel, IDM, and general regulatory support to the IDM department under the Legal Counsel's supervision.

The Paralegal will design, implement, and maintain an effective system for organizing, tracking, retrieving, and filing Legal Counsel's correspondence and documents in accordance with the College's records management policy.

The Paralegal will also support Legal Counsel by preparing the record, conducting legal research and compiling relevant materials for matters before the Health Professions Review Board (HPRB) and assist with preparing the College's submissions on matters, including summary protection and identity protection order applications under the *Health Professions and Occupations Act* (HPOA).

The Paralegal will assist the IDM department with drafting Investigation Committee (IC) panel decisions and disciplinary orders; drafting and coordinating publication of orders and requests for citation; and communicating required notices to the Director of Discipline. This will include ensuring the public directory is updated with practice restrictions and regulatory actions as needed.

The Paralegal will also manage the caseload of unauthorized practice of restricted activities and the unauthorized use of title matters, including conducting preliminary online investigations; drafting the initial correspondence; following-up and escalating to the Manager, Investigations or the Legal Counsel, IDM as needed.

Supervisory & Reporting Responsibilities

Reports to: Legal Counsel, Investigation, Discipline and Monitoring (IDM)

Direct supervision: N/A

Duties & Responsibilities

Administrative Support

- Designs, implements and maintains a practical system for organizing, tracking, retrieving, and filing Legal Counsel's correspondence and other records in accordance with the College's records management policy.
- Creates and maintains a bring forward system for legal and other deadlines.
- Maintains confidentiality over confidential, privileged, personal, and panel-deliberation information and identifies information that may require redaction or withholding in compliance with HPOA and relevant privacy legislation, prepares proposed redactions, and refers privilege, confidentiality, privacy or other legally sensitive disclosure issues to Legal Counsel for direction, as appropriate, makes or queries necessary redactions before sending documents to external parties.

Legal Research and Support

- Conducts legal, legislative, regulatory, policy, and factual research at the direction of Legal Counsel, including reviewing applicable legislation, regulations, bylaws, case law, HPRB decisions, College records, and other authorities.
- Reviews files and prepares research summaries, authorities, document summaries, chronologies, briefing materials, and draft submissions for Legal Counsel's review and approval.
- Provides ongoing paralegal and file support to Legal Counsel, IDM across investigations, discipline, monitoring, HPRB proceedings and other legal or regulatory matters assigned to Legal Counsel, IDM.
- Compiles relevant materials for written hearings concerning summary protection and identity protection order applications under the HPOA.
- Maintains legal precedents, authorities, research files, templates, and reference materials for IDM.

HPRB Record Preparation and Proceedings

- Prepares and organizes the College record for matters before the HPRB in accordance with applicable requirements and timelines.
- Reviews the underlying file, identifies the documents forming part of the record, identifies and prepares proposed redactions, prepares indexes and document lists, and verifies completeness and accuracy, for Legal Counsel's review.

- Coordinates approvals, service, filing, and secure delivery of the record and related materials.
- Tracks HPRB deadlines and correspondence and compiles authorities and other materials requested by Legal Counsel.
- Maintains the final HPRB record and associated correspondence in the approved matter file and document-management system.

IC Panel Decisions, Disciplinary Orders and Requests for Citations and Publication

- Drafts IC panel decisions and corresponding disciplinary orders or requests for citation, as applicable, for review and approval.
- Coordinates review, revision, approval, execution, service, filing, finalization, and publication of panel decisions, orders, and requests for citation with the Coordinator, IC Meetings.
- Drafts public notices for publication on the College website.
- Provides required notices to the applicable HPOA body and maintains records of delivery and related correspondence.
- Updates the public directory with practice restrictions and regulatory actions and verifies that public information matches finalized decisions and orders.
- Prepares document production and disclosure as required for citation matters, including identifying and collecting records, organizing and indexing materials, and identifying potential privileged, confidential, and privacy issues for Legal Counsel's review.
- Escalates legal or procedural issues to Legal Counsel, IDM, as appropriate.

Unauthorized Practice and Unauthorized Use of Exclusive Title

- Manages the caseload of complaints involving the unauthorized practice of restricted activities and unauthorized use of titles.
- Conducts preliminary online investigations, including reviewing websites, advertising, social media, public directories, and registration information.
- Drafts initial and follow-up correspondence, documents responses and evidence, and maintains complete matter files and tracking information.
- Monitors deadlines and commitments and follows up until the matter is resolved or requires escalation.
- Escalates matters to the Manager, Investigations or Legal Counsel, IDM, as appropriate.

Workflow Improvement and Department Support

- Develops and maintains procedures, templates, checklists, trackers, precedents, and reference materials needed for the role's legal and regulatory workflows.
- Identifies recurring document, filing, tracking, or workflow issues and implements approved improvements.

- Coordinates with IDM staff to obtain records, confirm information, complete required notices and publications, and keep assigned matters moving.
- Provides status information to Legal Counsel and the Manager, Investigations and escalates missed deadlines, incomplete records, and legal or procedural risks.

Qualifications / Skills

Education

- Paralegal diploma or certificate from a recognized institution, or an equivalent combination of legal education and relevant experience.

Work Experience

- At least three (3) years of progressively responsible paralegal experience, preferably in professional regulation, administrative law, litigation, investigations, tribunals, government, or a comparable environment.
- Experience conducting legal research and preparing legal records, draft submissions, decisions, orders, notices, correspondence, or hearing materials for legal review.
- Experience designing or improving administrative filing, matter-management, correspondence-tracking, or records-management systems.
- Experience independently managing files, evidence, document production, and competing statutory, regulatory, or procedural deadlines.
- Experience with professional regulation, unauthorized practice, unauthorized use of title, HPRB or tribunal proceedings, or regulatory publication requirements is an asset.
- Experience handling highly confidential, sensitive, privileged, and deliberative information.

Knowledge and Skills

- *Strong legal resea*rch, analysis, drafting, proofreading, citation, and record-preparation skills.
- Demonstrated commitment to ongoing learning related to Indigenous cultural safety and humility.
- Strong administrative organization and systems-development skills, including file structures, naming conventions, document control, correspondence tracking, and deadline management.
- Ability to synthesize complex factual and legal information and prepare clear, accurate draft submissions, decisions, orders, notices, summaries, and chronologies.
- Knowledge of administrative law, professional regulation, procedural fairness, privacy, privilege, service, filing, publication, and records management.
- Sound judgment, tact, and discretion, including the ability to independently advance routine matters and recognize issues requiring escalation.

- Excellent written and verbal communication skills and the ability to work effectively with Legal Counsel, IDM staff, decision-makers, registrants, complainants, and external parties.
- Proficiency with Microsoft 365 and the ability to learn legal research, case-management, public-directory, publication, and document-management systems.
- Knowledge of British Columbia health-profession regulation, the HPOA, and HPRB processes is an asset.
- Demonstrated understanding of diversity, inclusion, and cultural safety and humility.
- Awareness of, and commitment to, reconciliation, anti-discrimination, and calls to action to address Indigenous-specific racism in the healthcare system.

Core Competencies

- Legal and procedural accuracy
- Administrative organization and systems thinking
- Planning, prioritization, and deadline management
- Legal research, analytical thinking, and sound judgment
- Clear drafting, proofreading, and professional communication
- Discretion and respect for privilege, confidentiality, and deliberative processes
- Initiative, accountability, and follow-through
- Collaboration, adaptability, and continuous improvement
- Cultural humility and commitment to fair, respectful, accessible, and public-protective processes

Working Conditions

- Regular work involving highly sensitive, confidential, personal, health, legal, privileged, and deliberative information.
- Frequent competing deadlines associated with HPRB records, HPOA applications and notices, IC decisions and orders, publications, and unauthorized-practice matters.
- Extended periods conducting online research, reviewing detailed electronic records, organizing files, and preparing complex documents.
- Exposure to difficult subject matter and communications involving individuals experiencing stress or conflict.
- Occasional schedule adjustments may be required to attend IC panel meetings or meet statutory and procedural deadlines.

Work must be performed with a high degree of accuracy, organization, and discretion because errors, omissions, or delays may affect legal rights, procedural fairness, regulatory outcomes, public information, and public protection.

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.