



## College of Physicians and Surgeons of British Columbia

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## JOB DESCRIPTION

### Administrative Assistant, Complaints and Practice Investigations

#### POSITION SUMMARY

Reporting to the manager, complaints and practice investigations and in accordance with College policies and procedures, the administrative assistant is responsible for managing investigative files associated with practice investigations authorized under section 33(4) of the *Health Professions Act*. This position works closely with the senior deputy registrar and members of Panel E of the Inquiry Committee, and is responsible for managing practice investigation files from the point of intake including providing confidential administrative support to the committee chair and members.

#### DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

##### File management and administrative support

- open, maintain and organize files assigned to a section 33(4) practice investigation from other panels of the Inquiry Committee, referrals from other CPSBC departments, duty to report matters, external organizations, such as the Ministry of Health, and other third-party concerns
- review files for completeness, consistency and accuracy
- liaise with internal staff in other departments and request information, such as PharmaNet profiles from drug programs or peer practice assessment material from quality assurance, if relevant
- liaise with internal staff in other departments, such as registration, health monitoring and non-hospital, if necessary
- for files referred by Panels B and C of the Inquiry Committee, complete the concluding steps for the complaint file, arrange interviews with the registrant(s), and open a new practice investigation file
- manage a bring-forward system and send letters enclosed with relevant documents to physicians and/or their legal counsel accordingly
- respond to calls from registrants regarding the practice investigation process as well as scheduling of interviews and conference calls
- communicate with external parties, including physicians, legal counsel, complainants, health authorities and outside agencies

- coordinate and schedule meetings, interviews and conference calls, and review, photocopy and distribute related files and documents prior to meetings
- attend in-person interviews and conference call interviews, record minutes, and draft memoranda of interviews
- coordinate the scheduling of on-site practice investigations and communicate with the College-appointed investigator(s), subject physician and legal counsel, and prepare materials for on-site investigations
- receive incoming practice investigation reports, review the reports for errors, accuracy and consistency, and provide a copy to the registrant and their legal counsel to review and provide a written response
- request medical charts from physicians and facilities, and coordinate the assessment of these charts with medical reviewers, and provide a copy of the report or memorandum to the registrant to review and provide a written response
- request PharmaNet profiles and coordinate the assessment of these profiles with medical reviewers
- review and triage incoming correspondence to determine next steps, and decide which matters need to be escalated to management for immediate attention
- accurately track various matters for follow up and further action
- send reminder notices to ensure investigations are conducted promptly
- develop and initiate mechanisms for tracking registrants with limits and conditions on their practice
- work independently and collaboratively with the manager, director, and other department staff
- draft and proofread all outgoing correspondence and other documents or reports
- provide confidential administrative support to the senior deputy registrar and identify issues that require the attention of the senior deputy registrar
- organize and coordinate skill and knowledge assessments with assistance from the director

### **Inquiry Committee**

- liaise with medical reviewers to ensure that all material is appropriately compiled for the Inquiry Committee agenda and ensure that committee directives are completed in a timely manner
- proofread drafts of the reviewer's summaries and points for consideration to be submitted to the Inquiry Committee
- draft meeting agendas for Panel E of the Inquiry Committee
- compile and coordinate all supporting documentation for Inquiry Committee Panel E meetings, including preparing agendas, photocopying, scanning, and distribution of materials
- book meeting rooms, invite and confirm attendance of guests, and arrange necessary printing and distribution of handouts, agendas and minutes
- arrange necessary IT equipment, such as laptops, and arrange catering requirement

- proofread reports of the Inquiry Committee drafted by medical reviewers post-committee meeting
- take meeting minutes for Panel E of the Inquiry Committee
- draft correspondence enclosing the reports of the Inquiry Committee
- log further action items in iMIS for ongoing matters and complete the closing steps for files concluded by the Inquiry Committee
- liaise with CPSBC legal counsel regarding undertakings, reprimands and citations directed by the Inquiry Committee

#### **Records management**

- sort, classify and file records generated for integration into an electronic or paper-based filing system

#### **Other**

- attend orientation sessions for physicians recruited to conduct on-site practice investigations, and distribute related documents
- provide clerical support for the daily activities of the complaints department and other College departments as needed

#### **SKILLS AND QUALIFICATIONS**

Required skills and qualifications include:

- successful completion of grade 12 supplemented by a two-year office administration diploma or equivalent combination of education and experience
- background in health care or familiarity with medical language is preferred
- ability to record minutes of meetings, and in-person and telephone interviews
- working knowledge of Microsoft Outlook, Microsoft Excel, and Adobe Reader
- excellent editing and proofreading skills
- attention to detail and a high level of accuracy
- ability to organize and set work priorities
- ability to maintain a calm demeanor during busy or stressful times
- demonstrate sound judgment when dealing with sensitive and confidential information with ability to identify when to escalate matters to supervisor
- team oriented and ability to work collegially in a multidisciplinary environment
- excellent interpersonal and communication skills, both written and verbal including the ability to work with discretion in preparing and handling information of a confidential or sensitive nature
- ability to exercise tact and discretion when handling sensitive and/or confidential matters

The College of Physicians and Surgeons of British Columbia has been recognized as one of BC's top employers since 2011 and one of Canada's top 100 employers since 2014. Our goal is to attract, develop and retain highly-talented employees. We offer an excellent working environment, opportunities for personal and professional growth, and a comprehensive benefits package.

All applications for this position must be submitted online at <https://www.cpsbc.ca/about-us/careers>.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.