



College of Physicians and Surgeons of British Columbia

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JOB DESCRIPTION

Administrative Coordinator – Inquiry Committee (Panels B, C and D) Complaints and Practice Investigations Department

POSITION SUMMARY

Reporting to the manager, practice investigations, the administrative coordinator is responsible for supporting the activities of the Inquiry Committee (Panels B, C and D) in collaboration with other administrative coordinators and the director, Complaints and Practice Investigations. This position works closely with the chairs and members of the Inquiry Committee and is responsible for managing complaint files once they are referred to that committee including providing confidential administrative support to the committee chair and committee members.

DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

Committee coordination

- work collaboratively with other administrative coordinators to ensure the Inquiry Committee is appropriately supported and files are presented for adjudication in a timely manner
- compile and coordinate all supporting documentation for College Inquiry Committees
- draft correspondence and meeting agendas; request resolution numbers from the registrar's office and distribute minutes for the Inquiry Committee
- provide administrative support and oversee the day-to-day operation of committee business
- liaise with medical reviewers to ensure that all material is appropriately compiled for each Inquiry Committee agenda and to ensure that committee directives are completed in a timely manner
- record committee decisions and initiate follow-up as required; maintain a current agenda of issues and presentations for the committee's attention
- book meeting rooms or videoconferences, invite and confirm attendance of guests, and arrange necessary scanning and distribution of handouts, agendas, and minutes
- arrange necessary IT equipment such as audiovisual equipment, as well as catering requirements
- assist with the on-boarding of new committee members

- facilitate the work of external subject matter experts procured by the Inquiry Committee to inform their efforts
- when required, provide support to other administrative coordinators as it relates to Inquiry Committee coordination, including cross-coverage

File management

- assume responsibility of all complaint files prior to adjudication by the Inquiry Committee
- obtain responses or reports from complaint parties or subject matter experts as directed by the Inquiry Committee, medical reviewers, or registrar staff
- finalize medical reviewer correspondence and distribute within timelines directed by the *Health Professions Act* and College Bylaws
- 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 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, prepare and distribute related files and documents prior to meetings
- support and readily adapt to the College's electronic record keeping system

Project management

- assist with the coordination and management of projects within the Complaints and Practice Investigations department
- schedule meetings with College staff and maintain updated project plans and action logs
- conduct post-project evaluations of College staff or other stakeholders to assess effectiveness of change
- provide summary reports to the department leadership team upon completion of project
- other assigned duties as required

SKILLS AND QUALIFICATIONS

Required skills and qualifications include:

- post-secondary education with training in administrative/secretarial practices or an equivalent combination of education and experience
- a minimum of three years of related experience is required
- knowledge of College policies and procedures is an asset
- ability to type 60 wpm and operate a normal range of office equipment
- intermediate knowledge level of Microsoft Office and Adobe software that includes word processing, spreadsheet, presentation and database applications, electronic mail and scheduling applications

- knowledge of MS Teams for the purposes of video/tele-conferencing is strongly recommended
- interpersonal and organizational skills, effective oral and written communication with accuracy and attention to detail
- ability to compose correspondence using business English
- ability to exercise tact and discretion when handling sensitive and/or confidential matters
- demonstrated ability to multi-task and prioritize, work under pressure and to meet deadlines
- ability to work both independently and within a team environment

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 including a hybrid work-from-home/in-office model, 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/careers/employment-opportunities>.

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

The College welcomes all applicants and is dedicated to promoting a diverse, equitable and inclusive environment.