



College of Physicians and Surgeons of British Columbia

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JOB DESCRIPTION

Administrative Coordinator, Investigations (10-month Contract)

POSITION SUMMARY

The College's investigations team investigates matters involving serious allegations against physicians, as well as allegations of unlawful practice of medicine and unauthorized use of reserved titles by non-registrants of the College. In addition, the investigations team conducts off-site visits and inspections, as required, to monitor compliance with limits and conditions placed on physicians.

Under the direction of, and reporting to, the manager, Investigations, the administrative coordinator will primarily coordinate intake and workflow, review and edit documentation and develop processes and procedures to ensure streamlining of all aspects of Investigations workload. The administrative coordinator will also be responsible for fielding all general inquires directed to Investigations as well as investigating reports of unlawful practice of medicine.

This position calls for the ability to act with a high degree of independence, attention to detail and accurate decision-making, as well as a demonstrated ability to act with initiative and sound judgment.

DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

- oversee intake of all new Investigations matters and assist the manager, investigations with file assignment and coordination of tasks
- respond to phone calls and emails directed to investigations general inquiries as well as reports of unlawful practice of medicine, using judgment and discretion to assess whether matters engage the College and require escalation to the manager
- communicate with external parties, including complainants, witnesses, health authorities and law enforcement agencies, in order to conduct preliminary inquires and investigation of unlawful practice matters and general enquires directed to investigations
- assist with preparation for Inquiry Committee meetings, including preparing materials and drafting investigative reports to the Inquiry Committee when required
- collate and oversee minutes of meetings, including reviewing Inquiry Committee meeting minutes for approval by legal counsel
- conduct on-site compliance visits and interviews to ensure physicians are complying with practice limits and conditions

- draft and edit memoranda of interviews, including transcription of recorded interviews and undercover unlawful practice investigations
- draft, review and edit letters for review by the manager
- ensure documents are well-organized, accurate, consistent and in compliance with applicable regulations, and adhere to the College's *Editorial Style Guide* and writing standards
- update and develop precedents, process documents and prepare procedure manuals as directed by the manager
- draft or edit template letters as required, ensuring consistency in language and style
- maintain a tracking system of matters referred to investigations
- other duties and responsibilities as assigned by the chief legal counsel and the manager, Investigations

CONSEQUENCE OF ERROR/JUDGMENT

The employee is expected to perform professionally and make proper and sound decisions. With access to a wide range of confidential information that may be governed by the *Freedom of Information and Protection of Privacy Act (FOIPPA)*, the employee must make informed decisions regarding the release of information.

SKILLS AND QUALIFICATIONS

Required skills and qualifications include the following:

- bachelor's degree or paralegal certificate/diploma an asset
- demonstrated high level of initiative, time management and organizational ability
- excellent editing and proofreading skills
- analytical thinker
- detail-oriented
- excellent administrative and organizational skills
- high level of proficiency in Microsoft Office applications including Word, Excel, Outlook and PowerPoint
- ability to accurately record minutes of meetings, and in-person and telephone interviews
- strong typing speed ability
- 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
- demonstrated sound judgment when dealing with sensitive and confidential information
- ability to solve problems and prioritize tasks
- good judgement with respect to identifying when to escalate matters to supervisor

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.