



## College of Physicians and Surgeons of British Columbia

300-669 Howe Street  
Vancouver BC V6C 0B4  
[www.cpsbc.ca](http://www.cpsbc.ca)

Telephone: 604-733-7758  
Toll Free: 1-800-461-3008 (in BC)  
Fax: 604-733-3503

## JOB DESCRIPTION

### Case Administrator, Complaints and Practice Investigations

#### POSITION SUMMARY

Reporting to the conduct manager and in accordance with College policies and procedures, the case administrator is responsible for maintaining complaint files and collaborating with managers and other case administrators with respect to the daily activities of the complaints department.

#### DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

##### Maintain complaint files

- act as a liaison between all parties involved in each complaint
- create, open, close and file complaint files
- send form letters to complainants and physicians
- manage bring-forward system and send form letters accordingly
- review complaint materials for risks and escalate at necessary.
- review complaint files for completeness, consistency, and accuracy
- track further actions arising from case conclusions
- file committee minutes
- cull records following appropriate destruction guidelines

##### Provide administrative and clerical support to the complaints department

- draft correspondence and other documents or reports
- attend interviews with physicians and deputy registrar
- take clear, legible notes during interviews
- respond to telephone inquiries from both physicians and members of the public regarding the complaint process
- assist with the preparation for committee as required
- photocopy complaint file documents as necessary
- other administrative duties as required

## 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; post-secondary education is advantageous
- previous experience interfacing with patients or the public is an asset
- demonstrated ability to work under pressure and deal with diverse members of the public and the profession in emotional situations
- strong interpersonal skills required to successfully facilitate resolution to complex situations
- solid understanding of professional regulation and processes an asset
- a background in health care or familiarity with medical language is preferred
- working knowledge of Microsoft Office applications including Word, Outlook, Excel and Teams
- ability to organize and set work priorities
- ability to work both independently and as a team member
- ability to maintain a calm demeanor during busy or stressful times
- ability to exercise good judgment in recognizing scope of authority and protecting confidential information is a must
- excellent critical thinking, analytical and problem-solving skills
- high level of attention to detail, with demonstrated ability to multi-task in a fast-paced environment
- excellent written and verbal communication skills
- excellent editing and proof-reading skills

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.