



College of Physicians and Surgeons of British Columbia

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JOB DESCRIPTION

Complaint Navigator, Complaints and Practice Investigations

POSITION SUMMARY

Reporting to the clinical manager and in accordance with College policies and procedures, the complaint navigator is responsible for providing subject matter expertise and support to all complaint parties as they navigate through the College's complaint process; with a focus on children, youth and their caregivers/guardians.

DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

Manage public inquiries to the College

- address concerns/issues raised by potential complainants and their guardians, or authorized representatives by way of phone calls and/or correspondence regarding the complaint process
- based on the caller's level of understanding, advise members of the public of the College's standards and guidelines, and provide clarification and interpretation as needed
- provide a thorough explanation of the College's complaint process, including the consent requirements for third-party complaints; including parents, guardians or caregivers of children and youth and how this impacts the disclosure of complaint information. Communicate the role of the College during an investigation; clearly explaining its jurisdiction and mandate
- identify and discuss with complainants the potential breaches of professional standards, considering the College's practice standards and professional guidelines, the Canadian Medical Association *Code of Ethics and Professionalism*, the *Health Professions Act*, and other related provincial legislation (e.g. *Infants Act*, *Family Law Act*)
- when members of the public engage the College, use active listening and empathy to foster supportive communication
- communicate in a manner that is understanding, helpful, and realistic in terms of potential outcomes, while maintaining the College's position as a neutral third party
- maintain contact with complainants where appropriate, to ensure they are supported longitudinally throughout the process

Complaint intake and review

- collaborate with administrative assistants and other navigators on the initial review of all new complaints and triage based on allegations and relevant history
- identify complainants in need of additional support and initiate follow-up either through a telephone call or email

Complainant support

- provide culturally safe support to complainants, identified by program managers, who may benefit from additional engagement throughout the complaint process (e.g. children/youth and their parents or guardians)
- assist the complainant in communicating their concerns which may include collaborating with translators, interpreters, parents, guardians, or authorized representatives
- document all discussions with the complainant, including those regarding the College's jurisdiction, complainant participation in the process, and potential outcomes
- attend investigative interviews and hearings with the complainant as appropriate
- assist the complainant in understanding the decision of the committee or registrar and the role of the Health Professions Review Board (HPRB)
- maintain awareness of resources available to complainants in the community and provide information as appropriate
- maintain awareness of potential outcomes of investigation of various types of complaints and committee's decisions

Work collaboratively with other team members

- assist the Inquiry Committee and other team members in obtaining information from the complainant or other complaint party
- work with the department's leadership team to improve processes based on feedback provided by complainants or other complaint parties (e.g. registrants)
- maintain knowledge of College's standards and guidelines

Other responsibilities

- engage with other provincial and community-based organizations to provide education on the complaint process and to facilitate the submission of complaints in a culturally respectful and safe manner
- assist in communication and collaboration with child/youth/family organizations and agencies as needed, including the Office of the Representative for Children and Youth and the Provincial Ombudspersons Office.
- assist in the creation and application of developmentally appropriate information about the College and its complaints process
- actively participate in continuous quality initiatives
- participate on internal committees as appropriate
- other duties as determined by the department leadership team

SKILLS AND QUALIFICATIONS

Required skills and qualifications include:

- Master's degree in social work **or** registered psychiatric nurse (RPN) or registered nurse (RN) with relevant training or experience working with children and youth
- Diploma in Child and Youth Care an asset
- minimum of five years of clinical experience in a health-care environment
- experience in mental health, trauma-informed practice and youth work are mandatory
- experience working with clients across the age spectrum (i.e., children/youth, adults, seniors) and people who may be living with neurodevelopmental conditions (i.e., learning disabilities, communication disorders, neurodiversity)
- experience and education in mediation and early dispute resolution an asset
- must hold practising registration in good standing with appropriate regulatory college in BC
- knowledge of appropriate legislation such as *Health Care Consent Act, Child, Family and Community Services Act, Health Professions Act, Freedom of Information and Protection of Privacy Act, Personal Information Protection Act, Family Law Act and Infants Act*
- experience in the application of regulatory practices, legislation related to regulation, and professional and practice standards an asset
- excellent interpersonal skills and a demonstrated ability to work with a wide range of people with cultural awareness and sensitivity
- able to deal with people sensitively, tactfully, diplomatically, and professionally
- advanced conflict management and client support skills including facilitation, coaching and education, knowledge and ability to apply privacy and confidentiality principles
- ability to make decisions independently and collaborate with internal staff and a variety of external stakeholders
- excellent oral and written communications skills and the ability to communicate effectively with individuals at all levels of the organization
- ability to work in Microsoft suite of services and to rapidly learn and engage with databases
- open to giving and receiving feedback across the organization

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.