



College of Physicians and Surgeons of British Columbia

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JOB DESCRIPTION

Complaints Decision Writer, Complaints and Practice Investigations (12-month contract)

POSITION SUMMARY

This position is key to the College of Physicians and Surgeons of British Columbia, having responsibility to produce documents related to the activities of the complaints department. This position provides support to the deputy registrar and to panels of the Inquiry Committee as required in accordance with College policies and procedures and in compliance with the Bylaws pursuant to the *Health Professions Act (HPA)*.

The position reports to the conduct manager and works closely with the deputy registrar and medical reviewers. The position will also interact with the College's committee members, legal counsel, and other department staff.

DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

Drafting complaint decision letters

- draft and edit documents and correspondence, as assigned
- draft conduct-focused disposition letters for review and approval by the deputy registrar
- assist in the quality review of other disposition letters
- ensure documents are well-organized, accurate, consistent and in compliance with applicable regulations and adhere to the College's *Editorial Style Guide* and *Document Standards Guide*
- apply the *Health Professions Act* and information contained in the College's professional standards and guidelines in the formulation of decision letters
- amend the disposition letters to ensure the information is written in plain language

Committee and department support

- record, draft and prepare minutes for panels B and C of the Inquiry Committee
- draft correspondence required for complaint files, as directed by a manager or director
- attend weekly intake and review meetings to discuss emerging trends and new complaints

- support the communications and public affairs department in the drafting of College Connector articles or case summaries for the College's Annual Report at the direction of the Inquiry Committee or deputy registrar

Documentation support

- develop and implement templates and procedures for consistent documentation
- work collaboratively with members of the team and other departments (as needed) to draft policy and procedural documents
- review and update existing templates to ensure they are written in plain language

SKILLS AND QUALIFICATIONS

Required skills and qualifications include:

- five years of experience in a legal environment such as a paralegal or a similar; **or** a background in health care and a willingness to acquire familiarity with relevant legal concepts
- knowledge and understanding of College's practice standards and guidelines, the *Health Professions Act*, *BC Family Law Act*, *BC Health Care (Consent) and Care Facility (Admission) Act* and other legislation related to the adjudication of College complaint matters
- experience with technical writing and familiarity with legal and medical terminology
- ability to research health related standards and best practices as it relates to the drafting of conduct-related dispositions
- above-average writing skills
- training and experience in plain language writing would be an asset
- experience in minute-taking
- proficient in Office 365 and MS Teams
- stay abreast of the latest health regulatory trends and bring a curious and innovative mindset to the team
- self-motivated with above-average analytical and problem-solving skills, including capacity to generate solutions independently or in collaboration with others
- proven ability to perform multiple tasks, balance continuous demands and priorities, and meet deadlines
- strong interpersonal and communication skills in individual and team-based settings
- ability to maintain a calm and collaborative demeanor during busy or stressful times
- ability to exercise good judgment in recognizing scope of authority
- ability to recognize and protect confidential information

This is a full-time temporary position, the suitable applicant can work from home up to three days per week if desired, alternatively a fully off-site schedule may be considered.

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.