



## 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

### Compliance Monitor, Registration

#### POSITION SUMMARY

Reporting to the compliance and assessments manager, the compliance monitor provides monitoring to ensure that registrants of the College are compliant with the legislation, Bylaws, policies and standards that govern the College. The compliance monitor conducts regular registration file review audits, reviews responses on the annual license renewal forms, provides support to registrants and stakeholders regarding the registration and licensure and generates reports pertaining to registration.

#### DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

- monitor the provisional class of registration to ensure that:
  - listed requirements of licensure are being met within given time frames
  - adequate follow-up is occurring where listed requirements are not being met, including corresponding with registrants and health authorities
  - draft summaries for Registration Committee meetings are prepared
  - reports are generated to provide statistics for key performance indicators (KPIs) and other measures
- provide reports pertaining to various aspects of the registration department, including:
  - information on completion rates for certificates of professional conduct and issues surrounding their production
  - data reporting and analysis for the College's Annual Report
  - statistics relating to the registration department's KPIs
- provide support regarding registration and licensure
  - complete tasks related to Annual Licence Renewal Form follow-up,
  - generate weekly reports and reviewing responses provided by registrants to determine whether additional information is required
  - correspond with registrants via mail, email and telephone to obtain specific details and to advise them of College Bylaws and policies

- notify registrants of penalties and status changes imposed due to non-completion of form
- audit registration files to ensure compliance with legislation, Bylaws and policies
  - ensure file errors are corrected in a timely and accurate manner
  - provide recommendations and implementation oversight of any policy and process changes to increase accuracy
- ensure that registrants who work in other jurisdictions submit evidence of their good standing annually
- create agreement and authorization forms as required, and conduct necessary follow-up
- confer with Health Insurance BC (MSP) to resolve data transmission issues
- send surveys to new registrants to obtain feedback on application and registration process
- draft routine correspondence
- apply editing and proofreading skills to documents and correspondence
- lead and/or assist with special projects related to the registration department
- other duties as required

### **DECISION-MAKING**

The compliance monitor makes high-level informed and sound decisions about department procedures, including following College Bylaws and policies. The compliance monitor is expected to confer with the compliance team and the executive director when making substantive and higher-risk decisions regarding applicants and registrants.

### **ACCOUNTABILITY**

The compliance monitor works in a fast-paced environment with frequent interruptions and must be able to set work priorities to ensure that deadlines are met. The compliance monitor must have a keen attention to detail and strong written and oral communications skills as this person communicates with all levels of staff within the organization and third-party stakeholders.

### **CONSEQUENCE OF ERROR/JUDGEMENT**

The compliance monitor maintains a calm demeanor during busy or stressful times. The employee will make informed decisions in regards to the release of information as they will have access to confidential information. Compliance monitors deal with sensitive issues and high-risk decision making. Errors in this regard can raise the College's reputational risk.

## SKILLS AND QUALIFICATIONS

Required skills and qualifications include:

- minimum two years of relevant experience or equivalent combination of education and experience
- bachelor's degree or equivalent
- legal background preferred
- attention to detail
- experience in regulatory compliance preferred
- strong analytical skills with the ability to seek out and offer solutions to complex compliance issues
- exceptional ability to organize and set work priorities
- ability to work independently and as a team player in a fast-paced environment
- intermediate knowledge of Microsoft Office applications including Access, Excel, Word, and Outlook
- familiarity with scientific/medical language preferred
- excellent oral and written communication skills
- proven ability to perform multiple tasks, balance continuous demands and priorities, and meet deadlines
- strong interpersonal skills
- 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 a must
- initiative and strong problem-solving 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. The College offers 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.