



College of Physicians and Surgeons of British Columbia

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JOB DESCRIPTION

Conduct Manager, Complaints and Practice Investigations

POSITION SUMMARY

Reporting to the director, complaints and practice investigations, and in accordance with College policies and procedures, the conduct manager works in collaboration for the department leadership team to provide oversight of complaint files which focus on physician conduct. The conduct manager will be responsible for providing leadership and guidance to complaints case administrators and the department's decision writers.

DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

Complaint management

- review and analyze all incoming professional conduct complaints and referrals from other College departments
- provide input during the intake and triage of new complaints
- when responses and other documents have been received and conduct files are ready for adjudication, oversee their completeness and work with staff if additional information is required
- review registrant files for prior complaint matters, using critical thinking and analysis to establish any patterns of behaviour
- contact and, where appropriate, obtain pertinent information from potential non-physician complaint parties, including office staff, nurses, and patient family members
- appropriately document complainant contact, and interviews for inclusion in complaint file
- draft correspondence in response to general concerns received from the public related to physician conduct, in consultation with the deputy registrar and director
- attend and support registrar and College staff during concluding interviews
- provide leadership and guidance to the case administrators as they investigate all types of complaints
- provide leadership and guidance to the decision writers, responsible for drafting conduct related registrar decisions

- work collaboratively with the department managers and other staff to ensure that complaint files are processed in an effective and efficient manner

Human resources management

- manage and supervise direct reports including:
 - complete probationary, semi-annual, and annual performance evaluations for staff
 - undertake regular meetings with individual staff
 - provide direction, support, training, mentoring and oversight to staff members as appropriate
 - assign or delegate tasks as appropriate and monitor staff performance
 - review personal and confidential matters with staff members as required
 - promote teamwork and share appropriate information with staff in a timely manner

Department leadership

- participate in quarterly risk register reviews
- provide input during annual business plan and budget development process
- provide educational sessions for staff, including presenting of materials and facilitation of discussion
- contribute to the departmental leadership team (i.e. participate in morning huddle, weekly meetings, strategic retreats; generate and review departmental metrics; monitor and propose enhancements to manage workflows; participate in quality assurance and improvement activities)

General

- be available by phone to discuss or explain challenging situations with complainants, registrants, legal counsel, and other members of the public
- be available to other departments when complaint process information/input is required
- provide education and training to staff
- attend meetings and provide support to the Inquiry Committee, as required

SKILLS AND QUALIFICATIONS

Required skills and qualifications include:

- three to five years of managerial experience, working with both internal and external stakeholders and diverse teams
- bachelor's degree, preferably in a health-related discipline, management or business
- knowledge and understanding of College's practice standards and professional 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
- familiarity with medical terminology is an asset

- track record of working productively and harmoniously with a team of professionals where assisting parties in challenging circumstances is a frequent part of the job
- ability to manage effectively and provide leadership through virtual forums
- proven ability to mentor, motivate and develop staff
- facility with the Microsoft Office suite and some experience with database use
- excellent verbal, written and presentation communication skills
- demonstrated commitment to continuing professional development, including education and training

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.