



## College of Physicians and Surgeons of British Columbia

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## JOB DESCRIPTION

### Health Monitor, Health Monitoring (Pregnancy/Parental Leave Coverage – 12-month Contract)

#### POSITION SUMMARY

Reporting to the manager, health monitoring, the health monitor is responsible for the monitoring of College registrants with potential and identified health concerns. This position liaises with registrants, care providers, health authorities and other college departments on health-related matters pertaining to registrants' health and fitness to practise. The work is complex and deals with highly confidential and extremely sensitive matters. The health monitor is expected to exhibit good judgment, initiative, discretion and sensitivity when dealing with registrants, care providers, and when liaising with other departments. Providing confidential and wide-ranging support to the deputy registrar and the manager of the health monitoring department, this position also provides backup support to other members of the team.

The role and responsibility of the health monitoring department is to determine whether the nature of a disclosed health condition, in the context of a registrant's scope of practice, should be monitored by the College in its role of public protection. Registrants may be monitored if a mental or physical health condition exists which could impair their ability to safely practise medicine now or in the future.

#### DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

##### **Liaise with registrants on specific and general inquiries regarding health-related conditions that could impact their ability to practise**

- point of contact for telephone calls from registrants, health authorities and care providers
- exercise discretion, integrity and sensitivity when communicating with registrants, often in distress, regarding issues relevant to their health
- review and prioritize correspondence and telephone calls from care providers
- use good judgement to assess urgency, and prioritize and determine when necessary to escalate issue to manager and/or deputy registrar

##### **Health monitoring functions**

- maintain iMIS system for effective case management and to ensure appropriate and timely follow up on action items

- ensure documentation and reports on health monitored registrants meet established monitoring requirements
- ensure prompt response to overdue monitoring requirements or reports of concern
- gather and document information to ensure requirements are met prior to status change
- direct licensure status changes for registrants (e.g. temporarily inactive and return to active practice)
- prepare undertaking and consent documents for registrants
- draft correspondence for manager/deputy registrar's signature
- delegate general administrative tasks to monitoring assistant and oversee results
- liaise with and schedule meetings with registrants and their legal counsel
- in addition to the deputy registrar and/or manager, attend telephone interviews and in-person interviews for all assigned health monitoring cases
- subsequent to meetings with registrant, draft memorandum to file and prepare all other correspondence
- liaise with other departments, Ministry of Health, health authorities, and other health regulatory bodies on matters relating to monitored registrants

#### **Complete annual licence renewal and new applications for registration follow up**

- along with other members of the team, follow up on potential health concerns identified on the annual licence renewal forms for regular registrants, as well as the annual renewal forms for medical students and residents, and all general application for licensure forms
- notify registrants of timelines, pending penalties and possible status changes due to non-compliance with renewal requirements
- correspond with registrants via email, mail and telephone to obtain specific details regarding health issues
- implement health monitoring, as per established processes

#### **Participate in the identification and implementation of departmental goals and objectives, and documentation of processes**

- participate in the development and recommendation of changes to health monitoring processes and protocols
- assist with maintaining and calculating departmental statistics and reports
- liaise with other departments on health monitoring matters

#### **DECISION MAKING**

The health monitor is expected to act professionally, exercise good judgment and make informed and sound decisions. The health monitor is expected to adapt quickly to shifting work priorities. While the manager is advised and consulted on relevant matters, daily work is conducted with a high degree of independence.

## SKILLS AND QUALIFICATIONS

Required skills and qualifications include the following:

- post-secondary degree preferred or an equivalent combination of education and experience
- minimum three years of recent experience working in a professional regulatory setting
- demonstrated ability to communicate effectively both verbally and in writing, including the ability to work with discretion in preparing and handling information which is highly confidential and sensitive in nature
- exceptional interpersonal and organizational skills, along with a keen attention to detail
- ability to work both independently and as a team player in a fast-paced environment
- ability to maintain a calm demeanour during busy or stressful times
- demonstrated ability to organize work, meet deadlines, and handle interruptions and changing priorities
- ability to exercise tact and discretion when handling sensitive and confidential matters
- intermediate knowledge of Microsoft Office including Word, Excel and Outlook
- familiarity with scientific/medical language
- knowledge of College policies and procedures is an asset

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, 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-us/careers>.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.