



College of Physicians and Surgeons of British Columbia

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JOB DESCRIPTION

Senior Compliance Monitor Registration

POSITION SUMMARY

Reporting to the executive director, registration, the senior 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 senior compliance monitor conducts regular registration file review audits, reviews responses on the Annual Licence Renewal Forms and generates reports pertaining to registration.

DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

- human resources (with input from the executive director, registration):
 - complete probationary, semi-annual and annual performance evaluations for staff
 - undertake regular biweekly 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
 - draft general correspondence for the executive director, registration
 - liaise with the executive director, registration to ensure the approval of staff vacation, personal obligation and flex schedules is done so in conjunction with the entire registration department
 - review personal and confidential matters with staff members as required
 - promote teamwork and share appropriate information with staff in a timely manner
- 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 licensees and health authorities
 - draft summaries for Registration Committee meetings are prepared
 - reports are generated to provide:

- the percentage of registrants that are compliant with registration requirements
- the time from eligibility review to staff analysis of credentials
- the time from eligibility review to review by the registration committee
- other statistical requirements
- 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
 - information and statistics for the College's Annual Report
 - statistics relating to the registration department's key performance indicators
- complete Annual Licence Renewal Form follow-up
 - run weekly reports and review 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 the renewal form
- conduct registration file review audits 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 and monitoring
- 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 include but are not limited to the following:
 - participate in the development and recommendation of changes to policies, standards, procedural descriptions or summaries
 - identify issues for discussion at full registration department meetings
 - coordinate existing or improved procedures with IT
 - assisting with calculating departmental statistics and reporting
 - represent the registration department with IT project development and implementation

- liaise and offer advice to College staff regarding independent practice as necessary

SUPERVISORY RESPONSIBILITIES

The senior compliance monitor is responsible for the oversight of two staff. Responsibilities include: interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; and addressing complaints and resolving problems.

The senior compliance monitor will be required to undertake internal leadership training.

SKILLS AND QUALIFICATIONS

Required skills and qualifications include:

- five years' experience in a health-care setting with overall responsibility for regulatory compliance, auditing or similar role
- bachelor's degree is preferred or the equivalent in experience and qualifications
- experience in human resources planning and management
- proven ability to mentor, motivate and develop staff
- knowledge of College policies and procedures is an asset
- strong analytical skills with the ability to seek out and offer solutions to complex compliance issues
- exceptional organizational and communication skills, along with a keen attention to detail
- ability to work independently and as a team player in a fast-paced environment
- an intermediate (advanced preferred) knowledge of Microsoft Office applications including Excel, Access, Word, and Outlook
- familiarity with scientific/medical language
- proven ability to perform multiple tasks, balance continuous demands and priorities and meet deadlines
- strong interpersonal skills
- minimum typing speed of 70 wpm
- ability to organize and set work priorities
- 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
- ability to apply critical thinking and problem solving skills to complex situations for improving efficiencies and effectiveness
- ability to exercise tact and discretion when handling sensitive and/or confidential matters

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 interview will be contacted.