



College of Physicians and Surgeons of British Columbia

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JOB DESCRIPTION

Manager, Investigations (10-month Contract)

POSITION SUMMARY

Under the direction of, and reporting to, the chief legal counsel, the manager will be responsible for the investigation of complaints, including serious misconduct matters, allegations of unlawful practice of medicine, the coordination of investigative support in the area of registration, and the supervision of compliance monitoring in accordance with the requirements of the *Health Professions Act* and Bylaws and College policies and procedures.

DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

- manage all operational responsibilities assigned to the investigations team, including:
 - exercising judgement with respect to investigations of serious matters involving physicians,
 - assigning tasks accordingly, including interviewing of registrants, complainants, potential witnesses and third parties, and
 - obtaining and analyzing documentary evidence and complainant management
- direct investigations concerning allegations of unlawful practice of medicine, including retaining external investigators, and managing allocated budget for unlawful practice investigations and associated costs
- supervise and lead the investigations team by reviewing and analysing all conduct files for completeness, and providing direction to staff to ensure all necessary information is obtained
- preparing files for applications to the BC Supreme Court when directed by the Inquiry Committee and authorized by the court, and conducting search and seizure operations
- manage compliance monitoring matters regarding registrants with limits and conditions, including office visits, chart reviews for compliance with chaperone requirements and other limits and conditions, and taking steps to monitor compliance following a case-by-case assessment to ensure effective monitoring
- provide investigative support to legal counsel on files involving disciplinary charges
- receive and address inquiries from regulatory bodies, law enforcement and government agencies, including police departments and the Ministry of the Attorney General as required

- prepare and present submissions related to completed or ongoing investigations to various College committees
- in conjunction with the director, records, information and privacy, manage breaches of confidentiality and inadvertent disclosures of private information
- follow up on all “positive” criminal record checks and risk determinations
- provide investigative training and support to other departments to develop basic investigatory skills, and conduct workshops as required
- develop, train and mentor investigators/paralegals/coordinator on investigative techniques, and assist in developing investigations team to their full potential
- provide input to chief legal counsel into the development of the department strategic plan and outline the key priorities
- develop, implement and monitor the investigation team’s goals, objectives and operational procedures, and manage day-to-day operational activities
- manage investigations workflow to maintain an effective department and efficient service
- perform other duties, functions, and responsibilities as assigned by the chief legal counsel

Human resources management

- assist with the recruitment process for all positions within the team from selection to orientation of new employees
- manage and supervise direct reports
 - 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 assisting with their career development as appropriate
 - assign and/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
 - collaborate on and deploy programs to improve employee engagement within team

Accountability

- motivate and develop individuals and the team, and enable continuous change and improvement in accordance with College policies and department procedures/systems
- plan workload independently and prioritize conflicting demands to achieve objectives
- be responsive, identifying solutions to problems that arise
- demonstrate capability to multi-task within own area of responsibility and in support of other departments as required
- use initiative and take appropriate action when unforeseen circumstances arise

Decision-making

- high level of responsibility for implementing department policy and operational decisions
- knowledge of the College Bylaws pursuant to the *Health Professions Act (HPA)* must be applied to decisions taken

CONSEQUENCE OF ERROR/JUDGMENT

The employee is expected to perform professionally and make proper and sound decisions. With access to a wide range of confidential information that may be governed by the *Freedom of Information and Protection of Privacy Act (FOIPPA)*, the employee must make informed decisions regarding the release of information.

SKILLS AND QUALIFICATIONS

Required skills and qualifications include the following:

- five years of experience in regulatory compliance, or a health authority
- bachelor's degree, preferably in a health-related discipline, management or business, and/or hold private investigator certification
- legal background preferred
- knowledge and understanding of provincial and federal legislation governing health-care regulation
- proven managerial ability
- superior writing and analytical skills
- ability to handle a complex and diverse caseload
- demonstrate sound judgment when dealing with sensitive and confidential information
- ability to use initiative and take appropriate action when unforeseen circumstances arise
- excellent interpersonal and communication skills, including the ability to deal with hostile and challenging individuals
- proven ability to mentor, motivate and develop staff
- team orientated and able to work collegially in a multidisciplinary environment

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.