

To protect Albertans and ensure trust  
by guiding the medical profession



## Recruiting Profile

**Position Title:** Associate Complaints Director,  
Investigations  
**Department:** Professional Conduct  
**JE Band:** 8  
**Reports To:** Director, Professional Conduct

**Role  
Summary:**

This position is responsible for the supervision of the investigation team (internal and external) including ensuring investigations are conducted in a consistent, fair and unbiased fashion, following industry level protocols and procedures. This position is actively engaged as a senior investigator on assigned complaint investigations. Formal education and extensive experience as a senior investigator is required with a preference to experience in regulatory, policing, or medical investigation, as well as experience with trauma informed investigation techniques. The position is supervised and reports to the Director, Professional Conduct, and concurrently receives instruction, direction and feedback from the Assistant Registrar, Professional Conduct, to ensure all investigations are performed at the highest level and within expected time frames. The role requires outstanding communication skills, the ability to draft professional documents, lead a team of professionals, and must be able to communicate effectively with internal and external parties.

Major Duties	Percentage of Time
<p>Team Supervision and Leadership</p> <ul style="list-style-type: none"> <li>Reporting to the Director, Professional Conduct, and concurrently under the direction, guidance and instruction of the Assistant Registrar, Professional Conduct, design, develop and manage all aspects related to the team of investigators supporting the complaints process under Part 4 of the Health Professions Act.</li> <li>Responsible for the day-to-day supervision of a team of investigators and senior medical advisors, including professional development plans, performance management, and mid-year/annual performance reviews, monitor assigned KPI's.</li> <li>Supervise the role of External Medical Investigators/Experts Program Coordinator and ensure milestones and training expectations of external resources are met and deliverables are achieved.</li> <li>Establish, support and sustain a positive, engaged, and collaborative environment that enables investigation team members to achieve results.</li> <li>Design, establish and enforce, Professional Conduct Department ("PCD") templates, protocols, procedures and quality expectations for</li> </ul>	<p>45%</p>

<p>the investigation process; and continual assessment, review and feedback to enhance efficiency and effectiveness of investigations.</p> <ul style="list-style-type: none"> <li>• Monitor investigator workloads and timeliness of investigations, ensure legislative timelines are met as well as internal key performance indicator measurements are met; track KPI's and other statistics and provide monthly reports to the Director, Professional Conduct.</li> <li>• Support the Complaints Director on investigative team file assignments, solicit feedback on investigator performance and participate in regular meetings.</li> </ul>	
<p>Investigation of complaints under the Health Professions Act as assigned by the Complaints Director within both legislated and procedurally required timelines.</p> <ul style="list-style-type: none"> <li>• Review and determine appropriate investigation process related to the assigned complaint file based on the natures and issues of the filed complaint and direction from the Complaints Director.</li> <li>• Gather, review, and analyze medical records within the parameters of CPSA privacy policy and the Health Information Act.</li> <li>• Conduct interviews pursuant to Professional Conduct Department ("PCD") policies.</li> <li>• Assess and arrange external assistance as appropriate (including: external medical investigators, external investigators, expert opinion).</li> <li>• Communication with external parties including physicians, complainants, legal counsel, hospital administration, etc.</li> <li>• During the active investigation ensure timeliness of reporting pursuant to legislated requirements is met.</li> <li>• Ensure CPSA and PCD Privacy requirements are met during the investigation process (ie: redactions, password protection, correct individuals and contact information). Promptly advise the Director, Professional Conduct of any potential privacy breaches.</li> <li>• Preparation of comprehensive preliminary Investigation Report. Ensure preliminary version is available for review at least 2 days in advance of the weekly rounds meeting, and present (both written copy and oral summary) to the Complaints Director at the weekly rounds meeting.</li> <li>• Prepare disposition correspondence (final letters: hearing referral, dismissal, etc.) for Complaints Director's review and signature.</li> <li>• Meet key performance indicator expectations for file loads and investigation closures on an annual basis.</li> </ul>	35%
<p>Actively engage in Professional Conduct Departmental practices</p> <ul style="list-style-type: none"> <li>• Approaches all efforts on investigation in an unbiased and methodical manner. Regular communication with all parties, internal and external legal counsel, and other CPSA departments and team members.</li> <li>• May require inter-departmental liaison during the investigative process (Registration, Continuing Competence, Physician Health Monitoring, etc.). Demonstrates a positive outlook, collaborative and problem solving demeanor.</li> <li>• Participate on a rotational basis, the review of Intake matters directed to investigation pursuant to PCD guidelines.</li> <li>• Act as mentor, informal or formal, to new investigators and other PCD members as assigned.</li> <li>• Participate in the instruction and oversight of work performed by the assigned Administrative Assistant and ensure performance expectations are met. Provide regular feedback to both individual and the Program Coordinator, Administration &amp; Legal Referral.</li> <li>• Actively engage in professional development on a regular basis.</li> <li>• Active engagement in PCD quality improvement processes and projects.</li> </ul>	10%
General duties	10%
Other duties as required.	

Headcount Supervised	8
<b>Supervision &amp; Leadership</b>	<b>Frequency</b>

Assigns and checks the work of others.	Constantly
Coordinates a small group of contractors or consultants.	Seldom
Plans, organizes and leads a single structural unit within a department. e.g. IT or Lab.	Occasionally
Plans, organizes and leads activities of a department.	Seldom
Plans the work of a small work team.	Often
Resolves work problems (ie. workflow, process or people).	Constantly

Key Relationship	Type of Communication	Frequency
Employees within the department	Direct	Often
Employees outside the department	Exchange	Often
External contacts/vendors	Question	Moderate
Government/Regional Health authorities	Provide	Occasionally
Subordinates	Direct	Often
Managers (all)	Exchange	Occasionally
Executive (all)	Recommend	Occasionally
Physicians	Provide	Often
Public	Exchange	Occasionally

Skills
Direct senior level experience in conducting investigations is a requirement with knowledge in trauma-informed investigative practices and regulatory agency investigations an asset.
Demonstrated skills and understanding of diversity, inclusion, bias, and cultural safety within the investigative process is required.
Strong risk assessment, communication and writing skills are required. Experience in supervision and leadership of a team is required. Must be a team player with the ability to adjust to changing circumstances and direction.
Must have advanced proficiency with Microsoft Office (Word, Outlook) and working knowledge of Microsoft Excel and PowerPoint. Experience with SharePoint an asset.
Education & Experience: Advanced Degree in Law Enforcement or related discipline is preferred. A minimum of 5 years of investigation experience. A combination of advanced education and technical knowledge in investigations, mediation/arbitration and/or leadership development may be considered. Demonstrated experience in management or team leadership is required.

Education & Experience	
Education	Specialized professional skills typically obtained through a Bachelor's degree plus professional certificate in area of specialty or equivalent, or additional classes in specialized area
Experience	Requirement for 5 to 8 years of related experience

<b>Additional Comments:</b>	**Requires a minimum of 3 days per week on-site attendance pursuant to the CPSA hybrid remote work policy (not suitable for 100% remote work).
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<b>Last Updated</b>	April 20, 2022
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