

To protect Albertans and ensure trust  
by guiding the medical profession



## Recruiting Profile

**Position Title:** Administrative Assistant,  
Hearings/Legal Referral  
**Department:** Professional Conduct  
**JE Band:** 5  
**Reports To:** Administration & Legal Referral  
Coordinator

**Role  
Summary:**

Works under minimal direction to provides administrative support to the Hearings/Legal Referral work stream. Works extensively with external legal counsel and other parties in matters which are directed to legal referral and/or hearing. This role requires an understanding of legal process.

Major Duties	Percentage of Time
<p>Paralegal – Hearings/Legal Referral</p> <ul style="list-style-type: none"> <li>• Supports the Program Manager – Legal Referral (Associate Complaints Director) on matters related to Hearings/Legal Referral work stream</li> <li>• Provide administrative support to other Program Managers or Investigators as assigned from time to time</li> <li>• Prepare correspondence, agreements, witness statements, notices to attend, undertakings, and other documents</li> <li>• Prepare regular file update correspondence, ensures QUEST file lists are accurate and complete, manages bring forward files and tracks deadlines on files</li> <li>• Coordinate meetings, assists with technology arrangements for meetings, may attend interviews, assist with recording and arranging transcription of recorded interviews</li> <li>• Review incoming mail and prepare responses as appropriate</li> <li>• Reconcile monthly CPSA credit card statements, attend to booking air/accommodations as required</li> <li>• Upload documents, emails, and other materials to QUEST</li> <li>• Liaison with external parties such as legal counsel, physicians, and complainants both in written format and oral communications</li> <li>• Regular communication with legal counsel (internal and external)</li> <li>• Extensive liaison with the CPSA Hearing Director Office</li> <li>• Provide support for follow up investigations as directed by external legal counsel in preparation for hearing – may include locating witnesses, attending interviews, scheduling, preparing summaries and other related tasks to finalizing investigations going to hearing</li> <li>• Witness management – confirm availability, confirmation letters, expense claims; coordinate with Hearings Director Office</li> <li>• Follow up on Hearing Tribunal penalty decisions as directed by Hearings Director; work closely with Accounting/Operations for</li> </ul>	<p>70%</p>

<ul style="list-style-type: none"> <li>financial matters related to sanctions; upload conditions on physician license; prepare notices of suspension; upload decisions to QUEST</li> <li>Prepare legal referral packages (referral memorandums to external legal counsel)</li> <li>Prepare exhibits and other necessary documents in preparation for hearings and/or upload prepared packages from external counsel to QUEST</li> <li>In absence of the Program Coordinator, Administration &amp; Legal Referral - update and manage Hearing Meeting spreadsheets; coordinate dates for Hearing File Discussion meetings and take notes onto spreadsheet</li> <li>Extensive accounting related duties including tracking hearing costs, coding and attending to external legal counsel invoices, reporting/updating information related to hearing costs allocated and payment of hearing costs; extensive liaison with the accounting department</li> </ul>	
<b>Organizational Support</b> <ul style="list-style-type: none"> <li>Provide coverage to the Program Coordinator – Administration &amp; Legal Referral during periods of absence or vacation for duties related specifically to hearing/legal referral matters</li> <li>Assist with matters related to tracking hearings, uploading decisions to QUEST, following up on outstanding decision matters</li> <li>Assist with financial aspects of hearing outcomes and related cost distributions, arrangement invoice payments, allocating hearing expenses and other financial matters related to hearings and legal referral</li> </ul>	15%
<b>Professional Conduct Process Support</b> <ul style="list-style-type: none"> <li>Provide the Director, Professional Conduct, with monthly reporting on statistics related to number of CRC/hearings scheduled, outcomes of CRC/hearings, key performance indicators on hearing progress, and financial statistics on same as required</li> <li>Participate in quality improvement work and other projects as assigned</li> <li>Participate in ongoing and continued learning and development related to position</li> </ul>	10%
Other duties as required.	

Headcount Supervised	0
<b>Supervision &amp; Leadership</b>	<b>Frequency</b>
Coordinates a small group of contractors or consultants.	Occasionally
Resolves work problems (ie. workflow, process or people).	Often

<b>Key Relationship</b>	<b>Type of Communication</b>	<b>Frequency</b>
Employees within the department	Exchange	Often
Employees outside the department	Exchange	Often
External contacts/vendors	Question	Occasionally
Immediate supervisors	Question	Often
Managers (all)	Question	Occasionally
Executive (all)	Question	Occasionally
Physicians	Exchange	Often
Public	Exchange	Often

<b>Skills</b>
Advanced interpersonal, communication and writing skills.

Familiar with medical terminology and with legal terminology.
Experience in a legal office environment, preferably as a paralegal or legal assistant is required. Experience with hearing tribunals, or medical regulatory authorities is an asset.
Highly proficient with Microsoft Office, Adobe, and SharePoint.
Self-directed – must perform independently with minimal direction

	<b>Education &amp; Experience</b>
Education	Formalized specialized skills typically obtained through a 1 year post-secondary certificate (e.g. secretarial college), or equivalent
Experience	Requirement for 5 to 8 years of related experience
<b>Last Updated</b>   December 17, 2021	