

To protect Albertans and ensure trust
by guiding the medical profession



Recruiting Profile

Position Title: Investigator
Department: Professional Conduct
JE Band: 7
Reports To: Director, Professional Conduct

Role Summary:

This position works under the supervision of the Director, Professional Conduct while also receiving instruction, direction, and feedback from the Assistant Registrar, Professional Conduct. The role supports the Complaints Director by providing specialized expertise related to the investigations under the Health Professions Act. The individual must have experience as an investigator and demonstrated ability to perform complex and trauma informed investigations. The role requires outstanding communication skills, the ability to draft professional documents and to communicate effectively with internal and external parties.

Major Duties	Percentage of Time
<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"> • 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. • Gather, review, and analyze medical and other records within the parameters of CPSA privacy policy and the Health Information Act. • Approach all efforts on investigation in an unbiased, methodical and culturally sensitive manner. • Work collaboratively with specialists such as Senior Medical Advisors, Standards of Practice and Governance team members within the CPSA as necessary to understand all elements of the complaint under investigation • Conduct interviews pursuant to Professional Conduct Department ("PCD") policies. • Assess and arrange external assistance as appropriate (including: external medical investigators, external investigators, expert opinion) • Communication with external parties including physicians, complainants, legal counsel, hospital administration, etc. • Ensure timeliness of reporting pursuant to legislated requirements is met during the active investigation. • 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. 	<p>80%</p>

<ul style="list-style-type: none"> • Prepare comprehensive preliminary and/or final 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. • Prepare disposition correspondence (final letters: hearing referral, dismissal, etc.) for Complaints Director's review and signature. • Meet key performance indicator expectations for file loads and investigation closures on an annual basis. • Act as formal and/or informal mentor to new investigation team hires as assigned. 	
<p>Actively engage in Professional Conduct Departmental practices.</p> <ul style="list-style-type: none"> • Participate on a rotational basis, the review of Intake matters directed to investigation pursuant to PCD guidelines. • 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 & Legal Referral. • Actively engage in professional development related to investigation, mediation and resolution practices on a regular basis. • Active engagement in PCD quality improvement processes and department projects. Other duties as assigned. 	20%
Other duties as required.	

Headcount Supervised	0
Supervision & Leadership	Frequency
Assigns and checks the work of others.	Occasionally
Coordinates a small group of contractors or consultants.	Seldom
Plans the work of a small work team.	Seldom

Key Relationship	Type of Communication	Frequency
Employees within the department	Recommend	Often
External contacts/vendors	Exchange	Occasionally
Government/Regional Health authorities	Exchange	Occasionally
Immediate supervisors	Question	Seldom
Managers (all)	Question	Seldom
Executive (all)	Exchange	Often
Physicians	Influence	Occasionally
Public	Influence	Occasionally

Skills
University degree in Law Enforcement or related field or equivalent demonstrated experience in regulatory investigations; formal training in medical/legal investigations; or equivalent combination of education and experience
At least five years of experience conducting investigations including interviewing witnesses, preparing investigative reports, and evidence gathering.
Experience in regulatory, medical, and/or legal investigations is required. Exceptional consultation, mediation, and analytical skills. Demonstrated complex problem solving skills. Demonstrated excellent written and oral communication, including report writing and interview skills. Must be a team player with the ability to adjust to changing circumstances and directions.
Demonstrated ability to independently manage a complex caseload and make discretionary decisions in accordance with risk mitigation goals, precedents, policy and legislation.

Demonstrated understanding of diversity, inclusion, bias and cultural safety as it applies to investigation, regulatory complaints resolution processes is an asset.

Education & Experience	
Education	General analytical, planning and professional skills typically obtained through a Bachelor's degree, or equivalent
Experience	Requirement for 5 to 8 years of related experience

**Additional
Comments:**

Ref: 0017

Last Updated | January 19, 2022