



## **ROLE: PROFESSIONAL CONDUCT MANAGER**

**CLOSING DATE: February 17, 2017**

### **POSITION SUMMARY**

The College's professional conduct team promotes and protects the public interest through enforcement of professional conduct and through the establishment of fair and transparent processes. Under direction from the Director of Registration & Professional Conduct (DRPC), the Manager, Professional Conduct (MPC) takes full ownership of processes, resulting from complaints and reports and outcomes of the Inquiries, Complaints and Reports Committee (ICRC), in accordance with the provisions of the Regulated Health Professions Act, the Midwifery Act, College's Professional Misconduct Regulation, College's bylaws and professional conduct policies. The MPC manages the Professional Conduct team to achieve the mandate of the department and strategic direction of the College and is responsible for the implementation of all aspects of decisions and policies of the department and College. This position requires understanding the impact of the ICR, Discipline and FTP Committees' and Panels' work and partnering with the College leadership team to ensure that regulatory requirements and deliverables are timely and high quality.

### **ACCOUNTABILITY**

Accountable for the successful delivery of the professional Conduct program in accordance with the set direction, strategic priorities, Legislation, Regulations and Bylaws. Responsible for operational planning and implementation and ensures systems are efficient, effective, cost-effective and consistent. Monitors systems by collecting and analyzing data to ensure continuous improvement, and reports regularly to the Director using these systems. Conducts research, prepares reports and recommends the development and revision of policies, procedures and programs. Collaborates with relevant staff in policy development and communications drafting. Apprises the Director of issues and opportunities relating to policy, legislation and the performance of Committees and Panels. Ensures orientation and training for ICRC, FTP and Discipline Committee members. Manages and professional conduct staff using best practices in human resource management and assigns work effectively. Identifies risks and works with Director to mitigate them. Builds and maintains relevant stakeholder relationships and fosters engagement. Acts as the College contact for the professional conduct program and supports registrants in achieving compliance with relevant legislation, regulations, bylaws, policies and guidelines. Provides leadership for ICRC, Discipline and FTP Committees and Panels, ensuring decisions are well-informed, fair and consistent. Liaises with consultants (i.e. investigators, assessors, court reporters, expert witnesses) and manages contracts and training. Ensures internal and external communications for all program and portfolio areas are appropriate.

### **KEY RESPONSIBILITIES**

*The key responsibilities outlined below are interpreted as being descriptive in nature and are not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties.*

### Functional Expertise

- Acts as the College's main resource on Discipline, Fitness to Practice, and Inquiries, Complaints and Reports matters
- Provides expertise in the area of Professional Misconduct Regulation, policy and Bylaw revisions
- Acts as the College's main resource on inquiries and investigations into illegal practise
- Manages and represents the professional conduct program achieve program and College goals and objectives
- Manages the professional conduct program design development and daily implementation, and monitors programs and staff
- Identifies objectives for the department and ensure timely implementation
- Develops and refines procedures to ensure registrant compliance with decisions, remediation requirements and practice restrictions resulting from regulatory processes
- Effectively manages a complex, high-volume workload

### Operational and Team Leadership

- Achieves annual department goals and maintains work plan
- Manages the work and performance of Professional Conduct staff (one full time direct report at this time), consultants and professional resources in the delivery of file case management, committee support, and response to complaints and inquiries from members and the public
- Participates in probationary, semi-annual and annual performance evaluations for team staff, and continually monitors staff performance
- Undertakes regular meetings with team staff
- Ensures tasks and assignments are fairly and effectively distributed amongst the team
- Provides direction, support, training, mentoring and oversight to team members as appropriate
- Promotes teamwork and shares appropriate information with team members in a timely manner
- Works with colleagues to put into action the strategic plan of the College
- Manages the evaluation of the complaints process with measurable deliverables
- Delivers information and presentations on professional conduct matters of importance and interest to stakeholders and at forums
- Manages the investigation process, ensures fairness, transparency, timeliness and accountability in the conduct of investigation of reports and complaints
- Develops and expands relationships with other health regulatory colleges regarding matters of professional conduct
- Monitors and takes appropriate action on activities related to each case file, updates and consults with DRPC regularly
- Evaluates and ensures the development of policies and procedures for case management and oversees decision writing

### Data and Financial Management

- Ensures database and Public Register information is up to date and accurate in regards to Professional Conduct.
- Manages the development and continual maintenance of the database and Member Portals in regards to Professional Conduct
- Ensures compliance with Records Retention policies and procedures
- Ensures invoices are created for Professional Conduct receivables.
- Manages the development and maintenance of case files, both electronically and in paper format
- Manages professional conduct program data management system, provides trending data, and plans system enhancements based on case volume projections, legislation, regulation and by-law changes
- Monitors budget and costs

### Resource Development

- Guides the development and implementation of an online complaints submission process
- Guides the development of professional conduct information and resources
- Develops, completes or manage ad hoc projects as directed by the Director of Registration and Professional Conduct, Registrar, ICRC, Fitness to Practise or Discipline committees

### Committee Support

- Builds quality relationships with ICR, Discipline and FTP Committee members to ensure timely completion and resolution of College's requirements
- Ensures committee members receive the necessary orientation, education and training to fulfill their duties
- Ensures appropriate committee and panel support, including:
  - Development of agenda packages, background materials, minutes, committee and chair reports
  - Research and project work, including policy development
  - Development and maintenance of committee documents and materials
  - Evaluation and improvement of processes, as needed, including investigation planning and establishing appropriate benchmarks
  - Ensuring the follow through on directives
  - Liaising with College legal counsel as deemed appropriate
  - Representing the College at HPARB reviews

## **REQUIREMENTS**

Five years of leadership experience is required related to regulation and professional conduct.

A University Degree is required and legal training is an asset.

A valid criminal record check will be required by the successful candidate.

## **COMPENSATION**

Salary with Benefits.

Hiring Range (\$72,614 - 77, 801). Salary Band (\$72,614 - \$88,174).

**Resume and cover letter cane be submitted by email to:**

**Carolyn Doornekamp**

**Director of Operations**

**c.doornekamp@cmo.on.ca**