



Position overview

Type: Permanent, full-time

Report to: Registrar

Direct reports: N/A

Job summary

Responsible for managing the ACAC professional conduct activities in active consultation with the Registrar, including serving as the Complaints Director, administering compliance and complaints investigation and resolution programs to ensure competent and responsible practitioners, safe and effective practice environments, and accessible care. Develop member and practice support resources. Provide regulatory program development support to the Registrar.

Major responsibilities

Complaints and concerns processing/management

- Receives, investigates and processes concerns and/or complaints regarding chiropractic practice and the operation of registered members within legislated timeframes, as set out in the *Health Professions Act* and ACAC-determined timelines
- Responsible for knowledge, understanding, and application of the *Health Professions Act*, ACAC Code of Ethics and Standards of Practice, and other legislation related to the administration of the ACAC and to the practice of chiropractic in Alberta
- Administrative maintenance of all hard copy and electronic files for concerns and/or complaints
- Assignment and direction of investigators and/or inspectors
- Drafting and proof-reading of all complaint communications, including reports of investigations and audits
- Write and distribute all communications to complainants, investigators and members
- Consistently document via Notes to File all conversations related to concerns and/or complaints
- In consultation with the Registrar, lead negotiation and drafting of Agreements & Undertakings as appropriate
- In consultation with the Registrar and in partnership with legal counsel, develop and negotiate charges and sanction proposals for members in advance of hearings
- Represent the ACAC at all hearings

- Monitoring and enforcement of conditions and sanctions
- Financial management and oversight of complaints and sanctions, including monthly summaries, payment plans, etc.
- Develop and maintain ACAC complaints processing manual, ensuring operational policies and procedures related to the conduct process are complete and accurate
- Manage the patient relations program, ensuring a safe environment for complainants
- Liaise with communications department and operations regarding proper posting of complaints and discipline financial obligations and hearing information per HPA and bylaws
- At the direction of the Registrar, responsible for management of the Investigators and Inspectors volunteer program, including recruiting, tracking, orientation and ongoing education/communication
- Engage with the Ombudsman's office as required
- Address member compliance issues as identified by the Registrar

Regulatory activity

- Manage tracking all legal opinions sought by the ACAC
- Contributes to the ongoing development and implementation of the organization's strategic plan in areas involving conduct and practice
- Conduct periodic reviews of legislation and related complaints processes, and make recommendations to the Registrar on process and/or policy changes
- Review, maintain and revise complaints communications materials and web content as appropriate to ensure currency and comprehension for public and members

Member and practice support

- Develop resources to support members in understanding legislation and legislative changes
- Develop resources to support members in ethical practice
- Develop resources to support members in understanding emerging trends and incorporating them into their practice (i.e. trauma-informed practice, suicidal ideation, etc.)

Project management

- Support Registrar in organization and implementation of regulatory projects (i.e. scope of practice expansion) and clinical initiatives (i.e. Alberta Bone and Joint Strategic Clinical Network engagement)

Other tasks

- ACAC representative to the Alberta Federation of Regulated Health Professions Complaints Process Working Group (CPWG)
- Track emerging issues and develop articles for the Registrar's Report

- Planning and operational support as required for annual general meeting (AGM)
- Occasional evening/weekend work and/or travel required
- All other duties as assigned

Qualifications, skills and abilities

- Degree or diploma from a post-secondary institution preferred; an equivalent combination of experience/coursework may be considered
- 5-7 years related regulatory and/or compliance experience considered an asset
- Ability to understand, interpret and apply legislation
- Ability to effectively manage and move forward multiple files and projects concurrently
- Advanced working knowledge of Microsoft Applications (Word, Excel, PowerPoint) and database management
- Must speak, read and write English fluently
- Understanding of and commitment to ensuring member regulatory-related files are maintained in an accurate, organized and confidential manner
- High level of tact and discretion; ability to maintain confidentiality
- Unimpeachable integrity
- Excellent conflict management and mediation skills
- Excellent communication skills, both written and verbal
- Excellent organizational skills and attention to detail
- Ability to exercise judgment and decision-making skills; excellent critical thinking skills
- Highly collaborative working style

Characteristics/traits for someone to enjoy this role

- Keen understanding of and commitment to the public safety responsibility related to the complaints process
- Ability to balance compassion for process participants with regulatory accountabilities
- Ability to engage with complainants comfortably and fairly
- Comfortable in having forthright and potentially difficult communications for regulatory processes and accountabilities with regulated members
- Willingness to consistently hold regulated members accountable for regulatory infractions, regardless of personal relationship
- Understanding of and commitment to the importance of their work to the College's ability to remain a self-regulating organization
- Committed to a consistent, process-oriented approach when executing activities
- Willingness to serve as a resident expert on the *Health Professions Act*, *Chiropractors Profession Regulation, Bylaws, Standards of Practice, Code of Ethics*, and *Administrative Policies, Health Information Act*, and other legislation as required

Posting details

Last revised: January 2020

Salary range: \$70,000 - \$85,000

To apply, please forward your cover letter and resume to communications@albertachiro.com. This posting will close Feb. 21, 2020, at 4 p.m. We thank all those who apply in advance. Only those who have been selected for an interview will be contacted. No phone calls, please.