

The College of Physiotherapists of Alberta is the regulatory college for the physiotherapy profession in Alberta under the authority of the *Health Professions Act*. The stated mission of the College of Physiotherapists of Alberta (CPTA) is to safeguard and serve the public interest through effective regulation of the practice of physiotherapists in Alberta. By ensuring the right systems and processes are in place, CPTA is able to meet the public's expectations for the delivery of safe and effective physiotherapy.

Position

Part-time (0.6 FTE) Complaints Director

Position Overview

The Complaints Director is responsible for discharging responsibilities under the *Health Professions Act*. The Complaints Director also contributes to the ongoing strategic and operational activities of the organization.

Key Responsibilities

1. Conducts investigations or appoints an investigator to investigate
2. Obtains an expert opinion to assist with assessing an investigation report findings
3. Appropriately seeks legal counsel to assist with the management of conduct matters
4. Determines disposition of a complaint based on investigation report and expert opinion
5. Prepares written decision with reasons if a complaint is dismissed
6. Establishes facilitated resolution terms and conditions
7. Ensures facilitated resolution terms and conditions are met
8. Makes recommendations for an interim order when appropriate
9. Determines whether to order an incapacity assessment or to make directions
10. Works with and provides instructions to legal counsel representing them before a hearing tribunal, Council Appeal Panel or Court of Appeal
11. Initiates a complaint based on reasonable grounds of unprofessional conduct
12. Ensures hearing tribunal orders are met

Other Responsibilities

1. Provides leadership to College investigator(s)
2. Contributes to communication and key messages about the conduct process
3. Contributes to the ongoing development and implementation of the organization's strategic plan in areas involving conduct and practice
4. Other duties as required

Delegation of Activities

1. The assignment of the role of the Complaints Director is delegated by the Registrar in accordance with the *Health Professions Act* to this position
2. *See Appendix A for a list of duties, powers and functions delegated by the Complaints Director to the Conduct Coordinator*

Education

- A bachelor's degree at a minimum. A degree that requires strong analytical skills and sound judgement required. A degree in law or physiotherapy an asset.
- A master's degree in a health-related field, business or administration an asset.
- A demonstrated understanding and application of administrative law and legislation.
- Working knowledge of the *Health Professions Act* Part 4 Professional Conduct¹
- Working knowledge of the Standards of Practice and Code of Ethical Conduct

Experience

- Working in an industry/industries or profession that relies heavily on analytical skills preferably within a regulatory, investigative or legislative environment.

Position Specific Skills & Abilities

- Well-defined communication skills including diplomacy, conflict resolution and problem solving
- Sound analysis, judgment and decision-making skills
- Excellent communication skills both written and verbal
- Demonstrated ability to manage multiple priorities
- Demonstrated ability to manage time, meets required deadlines
- Appropriate interpersonal management skills
- Works well independently and as a team member with a positive, professional and solution orientated attitude
- Ability to make independent decisions as required
- Demonstrated professionalism and confidentiality
- Demonstrated ability to be objective

¹ May be acquired post-employment.

- Demonstrated awareness of cultural safety, cultural humility and trauma-informed practice
- Demonstrated computer skills with solid understanding of MS Office

Appendix A: Delegation to the Conduct Coordinator

s. 20 of the *Health Profession Act* allows a person or committee to delegate the power or duty to one or more other persons or committees, subject to the bylaws. The bylaws do not restrict or prohibit the delegation of power or duties.

In August 2020, the College of Physiotherapists of Alberta created a Conduct Coordinator position. The Conduct Coordinator is the primary College of Physiotherapists of Alberta contact for the complainant and investigated person throughout all conduct phases, e.g., intake through to appeals or reviews. As such, all notices, decisions and correspondence are given to the complainant and investigated person by the Conduct Coordinator.

The Complaints Director of the College of Physiotherapists of Alberta hereby delegates the following duties, powers and functions pursuant to the *Health Professions Act* to the Conduct Coordinator. This delegation is effective August 1, 2020 and continues unless and until it is revoked by the Complaints Director.

- S. 55. Gives the Complaints Director's decision of action taken to the complainant
- S. 61(1)(a) Gives the complainant the name of the investigator
- S. 61(1)(b) Gives the investigated person the name of the investigator and particulars of the complaint to be investigated
- S. 61(c) Notifies complainant and investigated person of investigation status
- S. 67(a). Notifies the complainant and investigated person of the Complaints Director's action under section 66(3)
- S. 67(b) Notifies the complainant of their right to apply for a review