COLLEGE OF ALBERTA PSYCHOLOGISTS

PROFESSIONAL CONDUCT OFFICER
Full-Time Position Available

POSITION SUMMARY

The Professional Conduct Officer works under the direction of the Registrar and Deputy Registrar to support the College of Alberta Psychologists (CAP) in fulfilling its public protection mandate under Part 4 of the *Health Professions Act* (HPA). This position addresses public safety by taking on the role of Acting Complaints Director as assigned by the Deputy Registrar. Additionally, this position will have duties that focus on the early, informal, and client-centered resolution of concerns or complaints raised by members of the public, as well as providing neutral, trauma-informed navigation support for individuals engaged in the formal complaint process.

CAP's Professional Conduct department and officers respond each year to the many public inquiries, concerns or complaints about regulated members. Presently, CAP has more than 5800 regulated members practicing in Alberta.

The successful candidate will serve as part of team of professionals that respond to public inquiries, informal concerns and formal complaints. The Professional Conduct Officer provides neutral, arms-length support for complainants who intend to complain or have already entered the formal complaint process. The successful candidate may play a role in the following primary duties:

- Reviewing and deciding outcomes about a formal complaint in the capacity as an Acting Complaints Director.
- Seeking a collaborative and mutually consented-to resolution to complaints and concerns where appropriate.
- Assisting individuals who require help or accommodation to submit a complaint. In providing complainant assistance, this role does not advocate for a complaint or for any particular outcome. Instead, it supports transparency, procedural fairness, consistency, and communication—all essential elements of CAP's public protection mandate.
- Providing procedural information and consistent communication.
- Offering compassionate, trauma-informed listening.
- Helping complainants manage distress associated with navigating a regulatory process.
- Liaising with the Complaints Director or other conduct staff to clarify procedural questions or process concerns.
- Collecting and summarizing systemic feedback from complainants and psychologists to support continuous improvement of CAP's complaint processes.

The following is a more detailed list of duties that the successful candidate may be expected or required to carry out as a Professional Conduct Officer:

1. Public Inquiry Management and Rapid Resolution Negotiations

- Serve as a contact for conduct-related public inquiries.
- Triage calls to determine whether concerns can be resolved informally or whether a formal

complaint is warranted.

- Facilitate rapid and informal resolutions between concerned individuals and psychologists when appropriate.
- Develop creative, proportionate, and collaborative resolution options, including reflective practice tasks, apology letters, communication clarifications, or other educational/remedial actions.
- Maintain high-quality documentation of inquiries, concerns, and informal resolutions.

2. Complaint Navigation Support

- Provide arms-length, neutral, trauma-informed support to complainants whose matters have entered the formal process.
- Assist individuals who require accommodation to submit a complaint (e.g., language, literacy, disability-related needs, etc.).
- Provide clear explanations of HPA processes, expectations, and timelines, without offering legal advice.
- Serve as a compassionate listener, helping complainants and the regulated member manage distress related to the regulatory process.
- Liaise between complainants and the Complaints Director on questions about process, timelines, or procedural concerns.

3. Acting Complaints Director Role as Assigned/Appointed

- Serve in the capacity as the Acting Complaints Director when assigned to adjudicate formal complaints.
- Have a strong working understanding of CAP's *Standards of Practice*, the Canadian Psychological Association's *Canadian Code of Ethics for Psychologists*, Practice Guidelines, Bylaws and policies and apply these to complaints in context.
- Have a strong working understanding of the HPA and, in particular, Part 4 which governs complaints.
- Be strongly committed to principles of natural justice and work to objectively and fairly to determine appropriate steps in response to complaints.
- Have a strong ability to determine possible resolution steps and to negotiate such within a complaint context involving patients of psychologists.
- Have strong ability to make decisions and to write such decisions, supported by clearly articulated reasons.
- Preference is for the successful candidate to have a broad range of experience in provision of psychological services.

4. Systematic Feedback and Quality Improvement

- Assist the Deputy Registrar to develop and administer surveys or feedback mechanisms to complainants and regulated members who engage with the complaints or concerns process for quality assurance purposes.
- Analyze collected data and provide concise reports to the Registrar and Deputy Registrar.
- Identify themes, opportunities for improvement, and systemic issues related to communication, timelines, or clarity of process.

5. Support for Registrar and Deputy Registrar

- Assist with public education initiatives related to conduct, standards, and expectations of psychologists.
- Prepare, as needed, written communication materials, including website content, articles, and procedural summaries.
- Take part in special assignments that enhance CAP's ability to meet its mandate.

6. Communications and Interpersonal Relations

- Demonstrate excellence in judgment, communication (written and verbal), compassion, and professionalism with complainants, psychologists, stakeholders, and staff.
- Participate in regular conduct department meetings.
- Engage with legal counsel as needed or directed to clarify processes or ensure consistency in public-facing information.

7. Administrative Responsibilities

- Prepare call statistics, summaries, and reports related to informal resolutions and complaint navigation.
- Assist in reviewing and enhancing CAP's public-facing regulatory materials.
- Maintain organized, confidential, and accurate records.

8. Special Projects

- Support initiatives arising from CAP's Strategic Plan or Council priorities.

DESIRED QUALIFICATIONS

In addition to the competencies already listed:

- Graduate degree in psychology, registration as a psychologist (R. Psych.) preferred.
- Demonstrated skill in conflict resolution, mediation, restorative practices, or facilitated dialogue.
- Strong trauma-informed communication skills.
- Experience providing support or navigation services to individuals in distressing or complex systems.
- Familiarity with administrative fairness, procedural transparency, and client-centered communication.
- Knowledge of relevant legislation (e.g., HPA, CAP's *Standards of Practice*, the Canadian Psychological Association's *Canadian Code of Ethics for Psychologists*, and guidelines for the profession.
- Ability to identify when matters require escalation or when informal resolution is appropriate.
- Ability to balance empathy with the impartiality required in a regulatory environment.
- Fundamental understanding of theoretical and empirical foundations of applied professional psychology.
- Project management skills and ability to complete tasks independently and efficiently.
- Data analysis, data visualization, and problem-solving skills and abilities.
- Fastidious attention to detail.

- Precise, clear, and timely writing skills.
- Ability to work collaboratively with CAP Council, staff, applicants, volunteer committee members, and other external key stakeholders.
- Proficiency and adaptability in using new and existing technologies and applications (e.g., Office 365 Suite, Google, Adobe Suite, Zoom, etc.), including artificial intelligence and cyber security.
- Proven ability to independently handle complex, sensitive queries, materials, and situations in a manner consistent with the mandate, vision, and mission of CAP, as well as values of the profession.
- Strong commitment to, and understanding of, natural justice and due process.
- Familiarity with administrative fairness, procedural transparency, and client-centered communication.

Compensation and Benefits

CAP offers a competitive salary, commensurate with the candidate's professional qualifications, experience and the requirements of the position, along with a comprehensive benefits package including:

- Paid vacation and sick leave.
- RRSP matching.
- Group benefits plan.
- Health and Wellness spending account.
- Volunteer days and access to an on-site gym.

How to Apply

If you are interested in applying for the position, please submit an application package via email in PDF format to:

Dr. Troy Janzen, R. Psych.
Deputy Registrar and Chief of Practice/Complaints Director
College of Alberta Psychologists
Email: careers@cap.ab.ca

Your application package should include:

- a current Curriculum Vitae with covering letter,
- a one-page typed statement explaining how the Professional Conduct Officer should carry out their responsibilities under the *Health Professions Act,* and
- names and contact information of three professional references.

CAP embraces diversity, inclusion, and equal opportunity. We welcome applications from all qualified individuals.

If you have any questions about the position, please contact Dr. Troy Janzen, Deputy Registrar and Chief of Practice/Complaints Director via email t.janzen@cap.ab.ca or by telephone 780.424.5070, ext. 304.

Closing Date

This competition will remain open until a suitable candidate is selected.

We thank all candidates for their interest in CAP. Only those selected for interviews will be contacted.

To learn more about the College of Alberta Psychologists, please visit our website at www.cap.ab.ca.