



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

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# Job Board Posting



Careers.Indigenous.Link

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## Clinical Manager, Complaints And Practice Investigations

<b>Job ID</b>	<b>90-B7-9F-2E-CC-6E</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=90-B7-9F-2E-CC-6E">https://careers.indigenous.link/viewjob?jobname=90-B7-9F-2E-CC-6E</a>	
<b>Company</b>	College Of Physicians And Surgeons Of BC	
<b>Location</b>	Vancouver, BC, Across Canada	
<b>Date Posted</b>	From: 2021-01-25	To: 2021-03-26
<b>Job</b>	Type: Full-time	Category: Miscellaneous
<b>Job Salary</b>	Minimum - \$94,846 Maximum - \$132,738	
<b>Languages</b>	English	

### Description

#### POSITION SUMMARY

Reporting to the director, complaints and practice investigations, and in accordance with College policies and procedures, the clinical manager brings a clinical background to the complaints leadership team, both for their content knowledge, and ability to understand the complainant's perspective and communicate with empathy. The clinical manager gives oversight to investigations with significant clinical content where ongoing communication with the parties is anticipated. The clinical manager also oversees the duties and responsibilities of the department's case administrators and complaints navigator and assists other team members as required.

#### DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

##### Complaint management

- manage complaint files regarding clinical matters and/or where the matters call for significant liaison with the parties to the complaint, particularly the complainant (e.g. perinatal death, death of a child, and end-of-life care)

- work closely with the complaints navigator to maintain contact with and be available to selected complainants.

- this relationship will help inform the work of other team members, including the case administrators, medical reviewers and other providers of expert opinions, legal counsel, and deputy registrar

- provide input during the intake and triage of new complaints

- review materials for presentation to the Inquiry Committee, as well as materials arising from their dispositions and Health Professions Review Board appeals

- when responses and other documents have been received and clinical files are ready for adjudication, oversee their completeness from a clinical perspective and work with staff if additional information is required

- review registrant files for prior complaint matters, using critical thinking and analysis to establish any patterns of behaviour

• contact and, where appropriate, interview potential non-physician informants, including office staff, nurses, and patient family members

• appropriately document complainant contact and interviews for inclusion in complaint file

• draft correspondence in response to general concerns received from the public with significant clinical content, in consultation with the deputy registrar

• provide leadership and guidance to the case administrators as they investigate all types of complaints

• work collaboratively with the complaints manager and other staff to ensure that complaint files are processed in an effective and efficient manner

Human resources management

• manage and supervise direct reports including:

- o complete probationary, semi-annual, and annual performance evaluations for staff

- o undertake regular meetings with individual staff

- o provide direction, support, training, mentoring and oversight to staff members as appropriate

- o assign or delegate tasks as appropriate and monitor staff performance

- o review personal and confidential matters with staff members as required

- o promote teamwork and share appropriate information with staff in a timely manner

Department leadership

• participate in quarterly risk register reviews

• provide input during annual business plan and budget development process

• provide educational sessions for staff, including presenting of materials and facilitation of discussion

• contribute to the departmental leadership team (i.e. participate in morning huddle, weekly meetings, strategic retreats; generate and review departmental metrics; monitor and propose enhancements to manage workflows; participate in quality assurance and improvement activities)

General

• be available by phone to discuss or explain challenging situations with complainants, registrants, legal counsel, and other members of the public

• be available to other departments when clinical information/input is required

• provide education and training to staff

• attend and provide support to the Inquiry Committee at their regular meetings

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## SKILLS AND QUALIFICATIONS

Required skills and qualifications include:

• a minimum of five years (preferably 10) in clinical practice with

- o a baccalaureate degree in nursing and current registration with the BCCNM, or

- o a master's degree in human health-related field and current registration with the applicable college (e.g. social work, occupational therapy, physical therapy)

• minimum of five years experience in a supervisory role in a clinical area, with primary responsibility for assisting patients, families, and clinical staff with difficult communications challenges in high stakes circumstances—settings such as emergency departments and other critical care areas and acute inpatient units

• track record of working productively and harmoniously with a team of professionals where assisting patients and medical professionals in challenging circumstances is a frequent part of the

job

• facility with the Microsoft Office suite and some experience with database use

• excellent verbal, written and presentation communication skills

• demonstrated commitment to continuing professional development, including education and training

The College of Physicians and Surgeons of British Columbia has been recognized as one of BC's top employers since 2011 and one of Canada's top 100 employers since 2014. Our goal is to attract, develop and retain highly talented employees. We offer an excellent working environment, opportunities for personal and professional growth, and a comprehensive benefits package.

### **How to Apply**

All applications for this position must be submitted online by clicking [Apply Now!](#)

We thank all applicants for their interest; however, only those selected for interview will be contacted.