Regulatory Compliance Officer
Employment Opportunity – Permanent Full-time

The College of Dental Surgeons of BC (CDSBC) is the regulatory body for dentistry in BC. CDSBC’s mandate is to protect the public by ensuring that dentists, dental therapists and CDAs are registered and qualified to practise, and that they are consistently providing safe and ethical care to their patients.

Our working environment is welcoming, respectful, innovative and rewarding. We offer a competitive salary, an excellent benefits package (including RRSP, monthly transit contribution, extended health and dental benefits), a professional development allowance, and encourage reasonable work-life balance.

Our values, which demonstrate trustworthiness and promote professional excellence, include being: ethical, open and transparent; respectful and courteous; inclusive and embracing the principles of diversity, cultural safety and humility; and patient-centred and engaged with the public.

We are seeking a permanent full-time Regulatory Compliance Officer. The successful candidate will report to the Director of Professional Practice as a member of the Complaints team. The Complaints Department, in conjunction with the Inquiry and Discipline Committees, plays an integral role in CDSBC’s mandate as they receive, investigate and dispose of complaints from members of the public who have concerns about the conduct or competence of a dental professional registered with CDSBC.

Position Accountabilities

Complaint Files and Investigation

- Manage complaint files by providing support and assistance to 8 Complaint Investigators and the Director of Professional Practice, including drafting correspondence to counsel, registrants and complainants, letters of agreement, summaries of complaints, reports to the Inquiry Committee and closing letters.
- Conduct complaint investigations into non-clinical complaints involving conduct such as staff or patient relations/boundaries, ethics, billing, licensing, advertising/promotional activities, criminal charges, etc.
- Conduct tele-conferences and/or meeting interviews with complainants and registrants as part of the investigation of complaints.
- Ensure investigative and procedural protocols are conducted in accordance with the relevant legislation (Health Professions Act, Criminal Records Review Act, Administrative Tribunals Act and the College’s By-Laws).
- Attend all Inquiry Committee meetings and Inquiry Committee Panel meetings as necessary.
• Determine and obtain information needed to move complaints investigations forward and conduct legal and other research as needed.
• Assimilate large and complex amounts of information, write investigation reports.
• Respond to inquiries from the public and professionals, liaise with other organizations as necessary.
• Assess and prioritize workload needs of the complaints team and assist accordingly.
• Prepare requests for information and review, organize and summarize once received.
• Serve as backup in relation to areas of discipline and litigation.

**Health Professions Review Board (HPRB)**

• Manage HPRB Disposition Review and Delayed Investigation Applications.
• Review and draft correspondence and submissions relating to HPRB matters.
• Organize and maintain HPRB files and HPRB statistics.
• Liaise with General Counsel and the Director of Finance to set the annual budget.
• Draft quarterly reports to the Board.

**Freedom of Information Officer**

• Receive, review and respond to all requests for information received under the Freedom of Information and Protection of Privacy Act [FIPPA].
• Identify, locate, retrieve and index all records falling within FIPPA requests.
• Apply the various sections of FIPPA to determine proper disclosure of records, including obtaining third party consents.
• Prepare Statement of Accounts under FIPPA's Schedule of Maximum Fees.
• Prepare records for release, including redactions or severing as necessary under FIPPA.
• Respond to the Office of the Information and Privacy Commissioner if objections are raised about how FIPPA has been applied to the disclosure, or non-disclosure, of records.
• Liaise with applicants and third parties as necessary about FIPPA and access to records questions or concerns.
• Liaise with General Counsel and the Director of Finance to set the annual budget.

**Qualifications**

• Minimum 5 years progressive experience in either Administrative Law or a regulatory body.
• Paralegal designation and/or undergraduate degree in a relevant field or discipline.
• A passion and aptitude for advanced legal research, writing and analytical skills.
• Sound working knowledge of administrative law principles and procedural fairness.
• Ability to maintain tact, grace, and diplomacy in all situations.
• Effective interpersonal and communication skills comfortable speaking with registrants, public, and conduct interviews.
• Strong organization skills with the ability to multi-task and prioritize.
• Ability to handle a complex and diverse caseload.
• Excellent organizational, communication and interpersonal skills with the ability to work independently and collaboratively within a team.
• Willing to adapt in an ever-changing environment and able to cope with a busy office, tight deadlines, and a multitude of tasks simultaneously.
• Ability to handle sensitive and confidential information with discretion.
• Excellent computer skills with proficiency in Microsoft Office.
  • Experience using a database or customer relations management system and electronic filing system.

Our office is located on the west side of Vancouver. Due to the pandemic, most of our team is currently working remotely from home. If you are selected for this opportunity, you can expect to work from home most days but may be asked to come on-site occasionally.

If you are seeking a fast-paced work environment that is welcoming, respectful, and collaborative, we invite you to email your cover letter and resume to hr@cdsbc.org.

**Applications will be accepted until February 25, 2021.**

*We are conducting interviews virtually by video or telephone conferencing to support physical distancing, per the guidance of the Provincial Health Officer.*

*We thank all applicants for their interest; however, only those candidates selected for an interview will be contacted. No phone calls, no recruiters, please.*