



College of Traditional Chinese Medicine
Practitioners and Acupuncturists of Ontario

Ordre des praticiens en médecine traditionnelle
chinoise et des acupuncteurs de l'Ontario

Position Title: Professional Conduct Coordinator / Decision Writer
Reporting to: Manager, Professional Conduct
Direct Reports: None

WHO ARE WE?

The College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (CTCMPO) governs the practice of traditional Chinese medicine in Ontario. Established under the [Regulated Health Professions Act, 1991 \(RHPA\)](#) and the [Traditional Chinese Medicine Act, 2006 \(TCMA\)](#), the College serves and protects the public interest by ensuring that all registered traditional Chinese medicine practitioners in Ontario are qualified to practise and that they maintain professional standards of practice.

JOB DESCRIPTION

Responsible for supporting the Manager in the disposition of complaints and concerns regarding registrant fitness to practice, unauthorized practice and professional conduct, prepares draft decisions on behalf of the assigned Committees, and provides Committee support in relation to case files referred to the ICRC, Discipline and Fitness to Practice Committees.

Professional Conduct Program

Supports the Manager in the investigation and disposition of complaints and allegations regarding a registrant practice in the areas of professional misconduct, incompetence and incapacity and Registrar mandatory reports:

- Acts as the primary point of contact for members, witnesses and stakeholders requesting information regarding the Professional Conduct program, rules of conduct, standards of practice and capacity, registering complaints, concerns and allegations with the College. (Telephone, email, web, correspondence)
- Compiles investigation files, performs searches of file history, prepares documents for evidence, redacts confidential information on direction of the Manager, coordinates case file implementation with the Manager and investigators, and acts as the intermediary with Complainants and investigators.
- Assists with scheduling and monitoring case file timelines, interviews, conferences and meetings, drafts communications and supports the Manager and Investigators in the preparation and compilation of reports and submissions.
- Prepares a range of correspondence to members, complainants and interest parties, maintains hard-copy and electronic records for all ongoing investigations, updates registrant status upon disposition (ensuring public register is up to date), and arranges for secure storage.



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Decision Writing

Assists the Managers, Committees and Panels in organizing and drafting decisions and reasons:

- Reviews investigation reports, written material including hearing transcripts, exhibits, written submissions and Notices and prepares draft Committee decisions that accurately reflect and explain the rationale for the decision, including summary documents considered and reference to applicable legislation and cases discussed.
- Develops templates to support the drafting of routine decisions, practice concern letters, cease and desist letters.
- Distributes approved decisions to members, employers, complainants, interest parties and internal staff for updating of member files and status, and updating of the public Register.
- Remains available for, and attends meetings with Manager, Committees and Panel Chairs to ensure the accuracy, completeness and enforceability of decisions, orders and undertakings, and ensures execution of follow up communications with members and interest parties.

ICRC, Discipline and Fitness to Practise Committees

Supports the Professional Conduct Committees in the disposition of case files referred to the Committees:

- Compiles and disseminates materials in preparation for Committees, attends meetings, facilitates swearing in of witnesses, takes and transcribes minutes at meetings, accurately and appropriately records Committee deliberations.
- Attends meetings, and court proceedings as required, prepares briefing notes and materials and apprises relevant College and stakeholders of decisions and outcomes.
- Updates Committee operations manuals and resource materials for the Committee as directed by the Manager and in keeping with College policy and best practices.
- Assists Manager with preparation of executive case summaries of cases for publication in the Annual Report of the College and the public Register.
- Assists with meeting room set-up, organizes catering for Committee / Panel meetings and other meetings, as required, and facilitates travel arrangements. (As necessary)
- Maintains availability to greet Committee members, Panel members, members and stakeholders attending meetings, providing direction and assistance, and ensures that accommodations are provided as required.
- Supports pre-hearing conferences, prepares and distributes relevant materials, takes notes at conferences and maintains attendance records.
- Coordinates the issuance of witness statements and summonses, circulation of Notices and materials, provides for security of exhibits and documents presented at hearings, and facilitates accommodation and travel arrangements.
- Assists the Manager in apprising and preparing the Registrar for hearings and pre-hearing conferences by providing administrative and operational support.
- And assists with any other duties as assigned by the College from time to time.



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QUALIFICATIONS

Preferred candidates will demonstrate experience and qualifications as follows:

- University degree or a combination of education and experience.
- At least three years experience in a non-profit organization. Preferably with another regulatory body in an investigative and/or administrative support capacity.
- Demonstrated experience with the *Regulated Health Professions Act, 1991* and the *Health Professions Procedural Code* is an asset. Experience with and/or knowledge of the *Traditional Chinese Medicine Act, 2006* would be a definite asset.
- Ability to handle confidential issues in a sensitive, efficient and professional manner internally and externally.
- Experience with Decisions and Reasons writing.
- Experience with investigations in a Regulatory environment.
- Ability to set priorities and work independently and as part of an integrated team.
- Ability to adapt to change, manage competing demands and deal with frequent change, delays and/or unexpected events.
- Experience supporting boards and committees.
- Meticulous attention to detail and accuracy.
- Exhibits exceptional work ethic and values consistent with the organization.
- Proven exceptional written and verbal communication skills. Proficiency in a second language would be an asset.
- Proficiency with MS Office, including Word, Excel, Outlook and PowerPoint.
- A valid criminal record check will be required by the successful candidate.

HOW TO APPLY

Please forward your resume and cover letter to hr@ctcmpao.on.ca by end of the day **Friday, July 9, 2021**. Please include "Professional Conduct Coordinator" in the subject line.

Please note: applications will be reviewed when they are received. Interviews with eligible candidates may begin prior to the deadline. The College invites all eligible candidates to apply. We thank all applicants in advance, however, only those selected for an interview will be contacted. The College will conduct virtual interviews and new hires will work remotely until in person operations resumes.

CTCMPAO promotes diversity in the workplace and is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity.