



Who We Are

With great respect, we acknowledge that the College of Pharmacists of BC is located on the unceded territories of the hən̓q̓əmi̓n̓əm speaking peoples – xʷməθkʷəy̓əm (Musqueam Nation), sel̓íl̓wítulh (Tsleil-Waututh Nation), and the Sk̓wx̓wú7mesh-ulh Sníchim speaking peoples - Sk̓wx̓wú7mesh Úxwumixw (Squamish Nation) whose historical relationships with the land continue to this day. As a health regulator, our responsibility is to protect the health and safety of individuals accessing pharmacy care by licensing and regulating pharmacists, pharmacy technicians and the pharmacies where they practice in order to ensure they deliver qualified, safe, and ethical care.

Having embarked on a collective journey with health regulators in BC towards creating safer spaces for Indigenous partnerships, we are focused on developing and enabling alternative dispute resolution mechanisms to uphold the legal plurality that exists between Westernized systems and traditional Indigenous methodologies.

The College is committed to addressing Indigenous-specific racism and other forms of discrimination both in healthcare and within regulatory structures. We believe in integrity, transparency, and relational partnerships. As part of this team, you can expect to be treated with dignity and respect. College staff contribute to a positive work-life balance and personal health and wellness through their commitment to voluntary interest committees aimed at promoting cultural safety, equity, and social and environmental initiatives,

Our Diversity, Equity and Inclusion Commitment

The release of the [In Plain Sight](#) report in November 2020 underscored the urgent need for all partners in the healthcare system to take swift and decisive action to dismantle the systemic racism that has led to such poor health outcomes for First Nations, Métis and Inuit (Indigenous) Peoples.

The College has committed to regulating pharmacy professionals in support of public safety, optimal health, and culturally safe, equitable care, free from Indigenous-specific and other forms of racism. Through this commitment, we are working to create spaces where Indigenous Peoples have access to a culturally safe pharmacy care, where racism and discrimination are called out and eliminated. We are further committed to decolonizing regulatory processes that create undue barriers for Indigenous registrants and members of the public. We understand, respect, and promote awareness of the rights and interests of Indigenous Peoples in relation to accessing regulatory services and continue to actively search out and include Indigenous ways of knowing and being into our policies and practices.

We are proud to foster a welcoming, inclusive, and respectful environment where educational initiatives aimed at nurturing diversity, equity and inclusion, are offered; cultural and social awareness are encouraged; and religious observances are honoured.

About the Role

We are seeking a leader with broad experience in regulatory feedback processes and/or in administrative law to take on the role of **Director of Conduct, Inquiry and Remediation**. The successful candidate, with over 7 years of relevant experience in a leadership/management role, has experience in leading investigations and leading professionals in the conduct of investigations.

The Director of Conduct, Inquiry and Remediation has a demonstrated knowledge of health regulation and an understanding of various elements of the health care system and pharmacy practice. They also demonstrate a commitment to Indigenous-specific anti-racism and a well-developed understanding of the journey towards truth and reconciliation in health care. This role formulates and leads the execution of the Conduct, Inquiry and Remediation department's long-term strategy. As well, this position is responsible for leading strategic projects and regulatory initiatives as directed by the Deputy Registrar.

Qualifications, Skills and Knowledge

- Juris Doctor or bachelor's degree in law, Indigenous studies, public administration, political science, criminology or a health care related field
- Over 7 years of relevant work experience in a leadership/management role (or an equivalent combination of education and experience)
- Experience working in regulatory complaints processes including administrative law and alternative dispute resolutions
- Experience in leading public safety and practice standards inquiries and leading professionals in the conduct of inquiries and case remediations
- Professional designation or graduate degree in a related field an asset
- Broad knowledge of administrative law and regulatory process
- Demonstrated knowledge and understanding of health regulation
- Understanding of various elements of the health care system and pharmacy practice
- Knowledge of provincial and/or federal legislation related to pharmacy practice is an asset
- Strong written communication skills
- Strong verbal communication skills, including demonstrated proficiency in delivering presentations to external stakeholders
- Strong problem-solving and analytical skills, including demonstrated proficiency in recommending solutions
- Demonstrated ability in applying appropriate techniques to facilitate effective change management
- Digital acumen with an ease of adopting or integrating appropriate technologies
- Strong leadership skills with an ability to build a professional team
- Strong partner engagement abilities with a commitment to building an effective and progressive organizational culture
- Emotional intelligence with an ability to be empathic, reflective, and manage own emotions
- Ability to model objectivity and fairness
- Ability to be approachable and actively listen
- Ability to maintain tact when dealing with diverse groups of people with different personalities and perspectives
- High level of integrity, diplomacy and discretion when working with confidential and/or sensitive information
- Ability to use a common-sense approach and demonstrate sound, ethical judgement
- Ability to deliver results under pressure
- Commitment to continual learning and a drive for intellectual curiosity to innovate and improve

Essential Duties

- Leads the Conduct, Inquiry and Remediation department, including developing project plans; planning organizational and project resources; setting priorities; developing processes and policies; monitoring progress to ensure outcomes meet professional standards; and taking required actions to ensure timelines are met.
- Leads and provides guidance to the Conduct, Inquiry and Remediation department to achieve goals related to developing more culturally safe and humble approaches to inquiry and remediation.
- Leads and manages the team responsible for completing inquiries and implementing remediation, sets performance targets and measures, monitors and manages overall performance of the team, and takes educational and corrective action where necessary.
- Commits to an ongoing action plan to address and eliminate Indigenous-specific racism and other forms of discrimination within the pharmacy care system, including implementing appropriate feedback pathways and alternative dispute resolution options.
- Communicates and shares information, knowledge, and expertise related to department and projects internally and externally as required, including presenting updates to the Board, communicating changes to partners, and acting as the spokesperson for the College when directed by the Registrar/CEO or Deputy Registrar.
- Oversees the tracking and reporting of inquiry and remediation data and ensures the integrity of the data.
- Manages the quality assurance of inquiries and remediation processes, including alternate dispute resolution pathways within the College and for the profession.
- Stays current on potential industry developments and informs the College as required.
- Develops methods to analyze the operational performance of the conduct, inquiry and remediation processes to optimize functionality and ensure achievement of targets while reinforcing principles of cultural safety and humility.
- Works with national bodies to establish a base-level of consistency of practice standards across the province and country.
- Oversees development of annual operating and capital budgets for operations of the Conduct, Inquiry and Remediation department and makes recommendations for capital expenditures.
- Prepares, tracks, reviews and monitors budgets for the Conduct, Inquiry and Remediation department, and contributes to 5-year financial forecasting and strategic planning based on risk assessment and mitigation.
- Develops operational action plans, including timelines, milestones, budgets, logistics, and resources, for resolution of inquiry and remediation files and other departmental activities, and identifies and monitors KPIs through regular and appropriate reporting mechanisms.
- With a focus on continuous quality improvement, oversees the audit of inquiry and remediation processes, including alternate dispute resolution mechanisms, to ensure alignment with strategic initiatives, legislative and national standards, as well as traditional Indigenous practices and protocols.
- In concert with the Deputy Registrar and /or Registrar/CEO, leads and implements legislative change as required to comply with the Health Professions and Occupations Act (HPOA).
- Assists the Deputy Registrar with keeping track of outstanding action items and deliverables and ensures the Deputy Registrar is briefed on any emerging issues in a timely manner.
- Performs other duties and special projects related to department functions as assigned by the Deputy Registrar.
- Contributes to team effectiveness by adhering to the “Principles for Working Together”.

What We Offer

The salary range for this position is \$122K to \$149K annually based on a 35-hour work week.

The starting salary will be determined based on factors such as the successful candidate's job-related knowledge, skills, experience; salaries of other employees in the same salary range; market conditions and other relevant factors.

The College provides a competitive compensation; an attractive paid-time off package that gives annual vacation, personal days, and additional days off during the year-end office closure; and extended benefits that include a defined benefit plan with the Municipal Pension Plan. We have a flexible work environment that includes a hybrid work model with an assigned schedule. We offer opportunities for personal and professional growth; provide flexibility; strive for work-life balance; and provide an excellent and dynamic work environment where innovation, teamwork and creativity are highly valued.

How to Apply

The College supports and offers accommodation for applicants with disabilities to take part in the selection process. Please let us know if an accommodation is required when you are contacted about an interview and/or assessment. All information in relation to accommodation is kept confidential.

Please submit a cover letter and resume to hr@bcpharmacists.org by end of day **Friday, March 22, 2024**. This opportunity will remain posted until filled; however, priority consideration will be given to those who apply by the deadline. References, education and professional credential verifications, and a criminal record check may be required for all final candidates.

**Please note that applications will not be kept on file and only applicants selected for an interview will be contacted.*