



College of  
**Midwives**  
of Ontario

Ordre des  
**sages-femmes**  
de l'Ontario

## **ROLE: PROFESSIONAL CONDUCT MANAGER**

**CLOSING DATE:** February 15, 2019

**POSITION START DATE:** March 25, 2019

**REPORTS TO:** Director of Regulatory Affairs

### **POSITION SUMMARY**

The College's professional conduct team promotes and protects the public interest through enforcement of professional conduct and through the establishment of fair and transparent processes. Under direction from the Director of Regulatory Affairs (DRA), the Manager, Professional Conduct (MPC) takes full ownership of processes, resulting from complaints and reports and outcomes of the Inquiries, Complaints and Reports Committee (ICRC), in accordance with the provisions of the Regulated Health Professions Act, the Midwifery Act, College's Professional Misconduct Regulation, College's bylaws and professional conduct policies. The MPC manages the Professional Conduct team to achieve the mandate of the department and strategic direction. This position requires understanding the impact of the ICR, Discipline and FTP Committees' and Panels' work and partnering with the College leadership team to ensure that regulatory requirements and deliverables are timely and high quality.

### **ACCOUNTABILITY**

Accountable for the successful delivery of the Professional Conduct program in accordance with the set direction, strategic priorities, Legislation, Regulations and Bylaws. Responsible for operational planning and implementation and ensures systems are efficient, effective, cost-effective and consistent. Monitors systems by collecting and analyzing data to ensure continuous improvement, and reports regularly to the Director using these systems. Conducts research, prepares reports and recommends the development and revision of policies, procedures and programs. Collaborates with relevant staff in policy development and communications drafting. Apprises the Director of issues and opportunities relating to policy, legislation and the performance of Committees and Panels. Ensures orientation and training for ICRC, FTP and Discipline Committee members. Manages and professional conduct staff using best practices in human resource management and assigns work effectively. Identifies risks and works with Director to mitigate them. Builds and maintains relevant stakeholder relationships and fosters engagement. Acts as the College contact for the professional conduct program and supports registrants in achieving compliance with relevant legislation, regulations, bylaws, policies and guidelines. Provides leadership for ICRC, Discipline and FTP

Committees and Panels, ensuring decisions are well-informed, fair and consistent. Writes or oversees the writing of Committee and Panel decisions and assists with ensuring their defensibility. Liaises with consultants (i.e. investigators, assessors, court reporters, expert witnesses) and manages contracts and training. Ensures internal and external communications for all program and portfolio areas are appropriate, accurate and effective.

## **KEY RESPONSIBILITIES**

*The key responsibilities outlined below are interpreted as being descriptive in nature and are not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties.*

### **Expertise**

- Acts as the College's main resource on Discipline, Fitness to Practice, and Inquiries, Complaints and Reports matters
- Provides expertise in the area of Professional Misconduct Regulation, policy and Bylaw revisions
- Acts as the College's main resource on inquiries and investigations into illegal practise
- Manages and represents the professional conduct program achieve program and College goals and objectives

### **Program Oversight**

- Manages the professional conduct program design development and operations and monitors program and staff
- Identifies objectives for the department and ensures timely implementation
- Develops and refines procedures to ensure registrant compliance with decisions, remediation requirements and practice restrictions resulting from regulatory processes
- Achieves annual department goals and maintains work plan
- Lead the program in accordance with regulations, research evidence, and best practices with an understanding of how professional culture affects program implementation
- Manages the evaluation of the complaints process with measurable deliverables
- Delivers information and presentations on professional conduct matters of importance and interest to stakeholders and at forums
- Manages the investigation process, ensures fairness, transparency, timeliness and accountability in the conduct of investigation of reports and complaints
- Develops and expands relationships with other health regulatory colleges regarding matters of professional conduct
- Monitors and takes appropriate action on activities related to each case file, updates and consults with DRA regularly
- Evaluates and ensures the development of policies and procedures for case management

- Develops and conducts briefings on recommended program and policy changes and oversees related implementation
- Writes or oversees the writing of Committee and Panel decisions and assists with ensuring their defensibility
- Effectively manages a complex, high-volume workload

### **Leadership**

- Manages the work and performance of Professional Conduct staff, consultants and professional resources in the delivery of file case management, committee support, and response to complaints and inquiries from members and the public
- Participates in probationary, semi-annual and annual performance evaluations for team, and continually monitors staff performance
- Undertakes regular meetings with team
- Ensures tasks and assignments are fairly and effectively distributed amongst the team
- Provides direction, support, training, mentoring and oversight to team members as appropriate
- Promotes teamwork and shares appropriate information with team members in a timely manner
- Works with colleagues to put into action the strategic plan of the College

### **Data and Financial Management**

- Ensures database and Public Register information is up to date and accurate in regards to Professional Conduct.
- Manages the development and continual maintenance of the database and Member Portals in regards to Professional Conduct
- Manages the development and maintenance of case files, both electronically and in paper format
- Manages professional conduct program data management system, provides trending data, and plans system enhancements based on case volume projections, legislation, regulation and by-law changes
- Ensures compliance with Records Retention policies and procedures
- Ensures invoices are created for Professional Conduct receivables and tracks payables.
- Monitors budget and costs as directed

### **Resource Development**

- Guides the development and implementation of an online complaints submission process
- Guides the development of professional conduct information and resources
- Develops, completes or manages ad hoc projects as directed by the Director of Regulatory Affairs, Registrar, ICRC, Fitness to Practise or Discipline committees

## **Committee Oversight**

- Builds quality relationships with ICR, Discipline and FTP Committee members to ensure timely completion and resolution of College's requirements
- Ensures committee members receive the necessary orientation, education and training to fulfill their duties
- Ensures appropriate committee and panel support, including:
- Development of agenda packages, background materials, minutes, committee and chair reports
- Leads briefings, including preparing materials
- Development and maintenance of committee documents and materials
- Evaluation and improvement of processes, as needed, including investigation planning and establishing appropriate benchmarks
- Ensuring adherence to directives
- Liaising with College legal counsel as deemed appropriate

## **REQUIREMENTS**

5 years of relevant work experience and demonstrated leadership required. Direct experience in professional conduct in health regulation strongly preferred.

A University Degree is required, and legal training is an asset.

A valid criminal record check will be required by the successful candidate.

## **COMPENSATION**

Salary with Benefits.

Salary Band (\$86,700 - \$105,060). Hiring Range (\$86,700- 92,820).

**Resume and cover letter can be submitted by email to:**

**Carolyn Doornekamp**

**Director of Operations**

**c.doornekamp@cmo.on.ca**