

Career Opportunity

Investigator

The College of Physiotherapists of Ontario regulates physiotherapists and exists to protect and serve the public interest. The College protects the rights of patients to safe, competent and ethical care by ensuring physiotherapists maintain professional standards of practice and are held accountable for their conduct and practice.

The College of Physiotherapists of Ontario is currently seeking a professional, self-motivated candidate with strong leadership skills for the **Investigator** role to conduct investigations into complaints and reports regarding the conduct or practice of physiotherapists.

Position Overview

The Investigator will report directly to the Manager, Professional Conduct and will be responsible for investigating reports and complaints about physiotherapists and individuals who are posing as physiotherapists, analyzing the information collected in the course of the investigation, preparing and presenting investigative reports to appropriate College committees.

Key Accountabilities

Preliminary Inquiries and Investigations

- Provides information to stakeholders about the complaints, reports, investigations, compliance and monitoring and hearings processes.
- Conducts preliminary inquiries and assesses information brought to the College's attention to determine what further action will be required. Presents results with recommendations to the Manager, and/or Associate Registrar, Professional Conduct, identifying high-risk matters.
- Investigates complaints and reports in accordance with the process defined by statute and set out in College policy.
- Provides coaching and oversight to other investigators at all stages of the investigations process.
- Completes data entry and ensures the electronic and paper files for assigned activities are accurate and current.

Committee/Hearing Support

- Prepares materials for disclosure to the Health Professions Appeal and Review Board, College prosecutors and defense counsel.
- May act as a resource to witnesses in advance of, during and after the hearing. Support can include preparing the witness to testify, attending the hearing and sitting beside the witness and/or other activities that may facilitate the witnesses' participation in the hearings process.
- Testifies at discipline and fitness to practise hearings as required.
- Identifies trends in reports, complaints and investigations and reports as required.
- Identifies process and/or quality issues or opportunities for improvement and presents solutions.

Representation

- Represents the College at external meetings and functions including the Health Professions Appeal and Review Board, Divisional Court, networking meetings and conferences.

College of Physiotherapists of Ontario
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Education, Experience, and Qualifications

Education

- Post-secondary degree or equivalent combination of relevant education and experience.

Experience

- Minimum of five years of professional experience as an Investigator with a regulatory body is considered an asset.

Specialized Knowledge

- Demonstrated knowledge of RHPA and other relevant health legislation.
- Demonstrated investigative, research and information gathering skills.
- Experience with Microsoft Office Suite and database programs.

Skills and Abilities

- Excellent oral, written and interpersonal communication skills.
- Ability to deliver complex information in a factual and objective manner.
- Strong problem-solving and advanced organizational skills to support multi-tasking.
- Ability to apply principles of procedural fairness in a consistent and reasoned manner.
- Excellent analytical, attention to detail and organizational skills.
- Ability to remain calm and objective while effectively managing sensitive and complex issues.
- Good judgment, diplomacy and the ability to maintain the confidentiality.
- Ability to contribute to team discussions regarding continuous quality improvement initiatives.

Terms and Working Conditions

- This role is full-time permanent position.
- Salary range: \$82,500 to \$90,000 (depending on experience and qualifications).
- May require occasional travel.

To apply, please forward your résumé and cover letter highlighting related experience to hr@collegept.org no later than January 12, 2018. Please quote **Investigator** in the subject line.

We thank all applicants for their interest. However, only candidates selected for an interview will be contacted and invited to participate in the process of recruitment.

No phone calls or agencies, please.

In accordance with the Ontario Human Rights, Accessibility for Ontarians with Disabilities Act (AODA) & the College's Recruitment & Selection Policy for Staff, a request for accommodation will be considered throughout the recruitment and hiring process.

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