



THE  
COLLEGE  
OF  
PHYSICIANS  
AND  
SURGEONS  
OF  
ONTARIO

*The College of Physicians and Surgeons of Ontario (CPSO) is the self-regulating body for the province's medical profession. CPSO regulates the practice of medicine to protect and serve the public interest. It issues certificates of registration to doctors to allow them to practice medicine, monitors and maintains standards of practice through peer assessment and remediation. CPSO also investigates complaints against doctors on behalf of the public.*

**INVESTIGATOR**  
**INVESTIGATIONS AND RESOLUTIONS DEPARTMENT**

<b>Recruitment:</b>	17-10	<b>Reports To:</b>	Manager, Team 3
<b>Job Family:</b>	Investigator	<b>Status:</b>	Full time contract
<b>Start Date:</b>	ASAP	<b>Hours of Work:</b>	35 hours per week
<b>Reason for Posting:</b>	Replacement	<b>Scope of Search:</b>	Internal/External

**INTRODUCTION**

You are an experienced Registered Nurse (RN) or Social Worker (MSW) with a background in mental health/psychiatry. You have an analytic mind and demonstrated ability to diffuse emotional situations. If this is you, consider joining the College of Physicians and Surgeons of Ontario as an Investigator.

**Responsibilities:**

In this role, you will investigate complaints and/or reports with respect to the practice, conduct or capacity of physicians and surgeons in Ontario. As part of the investigative process, you will identify, obtain and analyze relevant information and documents, including hospital and office records, reports, statements, and transcripts. You will conduct interviews and take statements from parties and witnesses and explain College policies to all parties, as required.

You will maintain communication with relevant parties and legal counsel throughout the investigative process. You will assess complaints for appropriateness for resolution. You will prepare and deliver investigative reports both verbally and in writing to committees and colleagues.

Specific accountabilities include:

- Investigates complaints by identifying, obtaining and analyzing relevant information and documents including hospital/office records, reports, statements, transcripts;
- Conducts interviews in person or via telephone;
- Explains College policies and procedures to all parties, as required;
- Communicates and corresponds with parties and legal counsel throughout the investigation process;
- Assesses complaints for appropriateness for resolution;
- Prepares and delivers investigative reports both verbally and in writing to committees and colleagues;
- Manages hard-copy and electronic investigative files;
- Liaises with other College departments;
- Assists with special projects, as needed;
- Pursues job-related professional development;
- Maintains professional standard of conduct and integrity in all interactions;
- Consults on cases and course of action with management appropriately.

**Qualifications:**

- A university degree with a minimum of 3+ years recent hospital-based experience in mental health and/or addictions;
- Experience with psychiatric practice including dealing with patients experiencing mental illness and knowledge of psychiatric medications;
- Mental health background is key, however broader health care experience would be considered a definite asset;
- A certificate in good standing with the relevant professional college is required i.e. College of Nurses of Ontario;
- Strong analytical skills are required;
- Is self-directed with ability to manage complex and competing priorities;
- Demonstrated ability to diffuse emotional situations;
- Above-average written and verbal communication skills are required;
- Must be proficient in current computer applications;
- French language skills considered an asset;
- Working knowledge of RHPA considered an asset;
- Ability to travel throughout Ontario.

**APPLICATION PROCEDURE:**

To express your interest in this opportunity, please submit your application to the Human Resources Department by email to [recruitment@cpsy.on.ca](mailto:recruitment@cpsy.on.ca). While all applications are appreciated, only candidates selected for an interview will be contacted.

For more information about the College please visit [www.cpsy.on.ca](http://www.cpsy.on.ca).

*The College is committed to hiring practices that support accessibility for people with disabilities, employment equity and diversity in the workplace. The College actively seeks to increase their diversity by welcoming applications from women, visible minorities, aboriginal people, persons with disabilities and persons of any sexual orientation or gender identity. Applicants with a disability may request accommodation at any stage of the recruitment process by contacting the Human Resources Department.*