

MANAGER, INVESTIGATIONS

Position Summary

Responsible for providing leadership, training, guidance and coaching in all activities within the Investigations Department of the Conduct Division, including Registrar's investigations and Complaints. Oversees the management of inquiries and investigations related to allegations of professional misconduct, incompetence, and health, and Complaints management, in relation to registrants of the College. Ensures the processes employed in the Investigations Department meet the requirements of the legislative regime and administrative law, and are executed in a consistent, efficient manner. Ensures that the Department's work is carried out in accordance with the College's public protection mandate, while effectively mitigating risk to the organization. Uses a risk-based approach to assess, prioritize, manage and monitor all matters in the Investigations Department.

What you'll do at OCP

- Demonstrate facilitative leadership in managing and leading the Investigations team in accordance with OCP's vision, mission and values, and its strategic priorities, including:
 - effectively delegating and allocating resources;
 - monitoring performance and providing feedback on performance results;
 - coaching and developing staff;
 - supporting the team through change;
 - recruiting and orienting new staff; and
 - making decisions that balance the best interests of the team, the organization and its stakeholders.
- Develop and manage the department's operational plan and related project planning, scheduling requirements, interdependencies, and risks, in order to ensure successful and timely execution.
- Develop and manage the budget for the department, monitoring results on a monthly and quarterly basis.
- Oversee the day-to-day operations of Registrar's investigations, Complaints investigations and Complaints resolutions.
- Work with staff to ensure fair and consistent investigations policies, processes and procedures are in place for all registrants and complainants.
- Report regularly to the Director, Conduct on status of investigations and resolutions, activity reporting, and operational priorities.
- Contribute to organization-wide policies and decisions and that align with the mandate of the College and strategic priorities set out by the Board of Directors.
- Identify trends and issues relevant to the Investigations area and escalate them, as necessary, to other members of the Leadership Team or to the Executive Team.
- Stay abreast of new developments in the industry.
- Direct research and data analysis as appropriate, to help support regulatory decision making.

- Identify learning needs of Investigations and Complaints staff and develop training and education opportunities regarding legislation, pharmacy practice standards, best practices, or guidelines.
- Work collaboratively with the Legal Conduct and Conduct Operations teams in the Conduct Division.
- Collaborate with other Managers and Leads on projects of common interest and with joint accountability.
- Act as a resource to other College departments when they are dealing with issues related to investigations.
- Provide input to College prosecutors on discipline and fitness-to-practise cases in relation to penalties, costs, and fines.
- Collaborate with external stakeholders (e.g. Health Canada, the Ministry, third party payers, police, etc.) in developing good working relationships.
- Continually examine work processes and explore opportunities for improving efficiencies through technology, elimination or altering of work processes and make recommendations to the Director, Conduct.
- Work within records, information and data management policies, principles and guidelines.
- Other reasonable duties as required and assigned by the Director Conduct.

What we're looking for

- Demonstrated knowledge of home statutes, laws, regulations and policies governing the practice of Pharmacy and regulation of Pharmacy professionals and pharmacies.
- Demonstrated knowledge administrative law principles such as procedural fairness, along with relevant case law would be considered a strong asset.
- Proven ability to build, maintain and support teams to ensure overall needs of the department are being met.
- Proven ability to provide guidance, direction and coaching to staff, assess training and development needs, and address performance issues.
- Superior analytical, problem solving, negotiation and conflict resolution skills.
- Exceptional written and verbal and communication and interpersonal skills.
- Ability to build trust and relationships with and demonstrate tact and diplomacy with internal and external stakeholders.
- Ability to deal effectively with stakeholders in person and virtually, and defuse difficult situations as required.
- Demonstrated skills in responsible judgment and discretion; ability to maintain the confidentiality of sensitive material.
- Strong initiative and self-motivation with solid organizational skills to efficiently and effectively manage workload, deal effectively with multiple demands and maintain composure while meeting targeted deadlines.
- Demonstrated ability to lead projects and initiatives in a timely and cost-effective manner.
- Demonstrated knowledge of process and quality improvement.
- Demonstrated knowledge of and experience with workload and activity reporting and use of data to support decision making.
- Proficient with Microsoft Office applications and relational databases.

What experience we prefer

- Degree in a related field such as Business, Business Administration, Law, Pharmacy or equivalent. Pharmacy degree strongly preferred.
- Must have 7-9 years of related progressive professional and supervisory experience including experience in a legal or investigative setting.

Why work for us?

We are the registering and regulating body for the profession of pharmacy practice in Ontario with a mandate to service and protect the public interest. In addition to ascertaining all registrant meet professional standards, the College sets and ensures ongoing adherence to professional and operational standards as it leads the advancement of pharmacy.

If you are interested in joining the College, please forward your cover letter and resume in confidence, by **December 3, 2021** stating salary expectations.

*OCP is committed to supporting accessibility and diversity.
Requests for accommodations can be made at any stage of the recruitment process.
Applicants need to make their requirements known when contacted.*

*We wish to thank all applicants for their interest in this position. We
will only contact those whose skills, knowledge, and experience most
closely match the requirements of the position.*