



Program Assistant - Investigations & Resolutions

The Ontario College of Pharmacists is the registering and regulating body for the profession of pharmacy practice in Ontario. The College has played a key role in safeguarding our health care system by regulating pharmacy practice in Ontario, the College helps to provide the public with quality pharmaceutical service and care. An established mandate of the College is to serve and protect the public and to continue to deliver on its mandate, the College is currently recruiting to fill the position of **Program Assistant – Discipline**.

Position Summary

The Investigations and Resolutions (I&R) Program Assistant is responsible for providing administrative and case management support to the Manager, Investigations & Resolutions and the members of the Discipline team within I&R. The individual will coordinate, schedule and organize pre-hearing conferences, hearings and meetings with external parties as well as provide administrative support to the Discipline and Fitness to Practise Committees. The individual will liaise with Committee Chairs, Committee members, and legal counsel to coordinate meeting/hearing details and to provide assistance to the Chair with selection of panels for Discipline and Fitness to Practise hearings. The ideal candidate will thrive in an environment with strict deadlines and an expectation to use problem-solving skills to identify issues and bring them forward for a resolution.

Responsibilities

- Monitor member compliance cases after hearing and case completion, ensuring that the computerized case management system is kept up to date
- Draft various documents and correspondence for review by the I&R Manager and/or a member of the Discipline team, while ensuring accuracy of content and information
- Respond to calls from various external parties and effectively answer inquiries with respect to the discipline process, matters related to the Register, the status of files and general departmental and College information
- Assist the Discipline team members with case management as cases move through to completion. Ensure that all meeting details with Committee members and other attendees have been finalized
- Monitor Discipline and Fitness to Practise Committee orders as well as compliance with Inquiries Complaints and Reports Committee Undertakings and Specified Continuing Education Remedial Programs
- Continually examine work processes and explore opportunities for improving efficiencies through technology, elimination or altering of work processes and make recommendations to the Manager, Investigations & Resolutions.

Key Attributes

- Proven ability to work effectively and cooperatively with other members of staff within a collaborative environment to achieve broad organizational goals
- Proven ability to prioritize workload based on organizational risk and public protection
- Judgement and discretion with the ability to maintain the confidentiality of sensitive file material and information to others on behalf of the Manager and Discipline team
- Ability to be adaptable and flexible with work requests
- Excellent time management and organizational skills
- Excellent written and verbal skills with a proven ability to draft clear correspondence
- Proven ability to deal effectively with all stakeholders with tact and diplomacy
- Self-motivated with a “can do” attitude
- Continuous learner

We are accepting applications provided you have the following qualifications:

- College diploma in Business Administration or equivalent
- 3+ years experience as a Senior Administrative Assistant or Executive Assistant
- Experience in a legal and/or regulatory environment is an asset
- Experience as a law clerk or paralegal would be considered an asset
- Superior proficiency with MS Office applications
- Knowledge of Pivotal would be considered a strong asset

If you are interest in joining the College at this exciting time, please forward your cover letter and resume in confidence, by August 4th stating salary expectations to **hr@ocpinfo.com**.

*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.*