

Opportunity Profile Full Time Permanent Complaints Director

The Alberta College of Occupational Therapists (ACOT) is seeking a full-time registered occupational therapist with expertise in interpreting and applying legislation, standards and codes as they relate to complaints, ideally in a regulatory environment. Equivalencies will be considered.

The Opportunity

Reporting to the CEO and Registrar, the Complaints Director is responsible for:

Regulatory Duties under the Health Professions Act

- Receives complaints of unprofessional conduct, including sexual misconduct and sexual abuse.
- Decides what action to take following the requirements in the *Health Professions Act*.
- Investigates complaints or appoints an investigator.
- Makes recommendations to impose conditions on an investigated person's practice permit or may recommend suspension of the practice permit until the proceedings are completed.
- Determines whether to refer matters to the Hearings Director based on review of evidence gathered during investigation.
- Directs incapacity assessments, where appropriate.
- May refer a matter to a hearing when a person has not complied with a disciplinary order.
- Participates in the Alberta Federation of Regulated Health Professions Complaints Process Working Group.

Qualifications & Education Requirements

- Well versed in the principles and practices of natural justice, procedural fairness, and administrative tribunals.
- Experience with interviewing, writing reports, reviewing evidence, and coordinating with investigators or other vendors.
- Advanced knowledge of regulatory procedures and processes normally associated with a minimum of five years working experience in a similar capacity.
- Significant related experience in issue resolution.
- Experience with interpreting legislation, regulations, standards and codes, and with records management.
- Well versed in a variety of computer software applications.

- Above average oral and written communication skills required.
- Post-secondary education in occupational therapy required.
- Involvement in organizations such as the Alberta Federation of Regulated Health Professions and the Council on Licensure Enforcement and Regulation is an asset.

Knowledge, Skills & Attributes

- Knowledge and understanding of:
 - Health system concepts, issues and trends provincially, nationally and internationally.
 - Issues related to occupational therapy service provision.
 - Laws, regulations and bylaws impacting occupational therapy practice in Alberta including the *Health Professions Act*, the *Occupational Therapists Profession Regulation* and ACOT's Standards of Practice, Code of Ethics and Bylaws.
- Demonstrated research, investigation and analysis skills.
- Ability to utilize interest-based negotiation, consultation, collaboration and consensus-seeking processes.
- Ability to represent ACOT and its mandate in an accurate, fair and favourable manner.
- Demonstrated ability to exercise judgment in decision-making.
- Strong interpersonal and communication skills, both orally and in writing, to effectively build positive relationships with complainants, regulated members, Council and the public.
- Understanding of and ability to apply a trauma-informed practice approach.
- Ability to apply effective communication strategies for de-escalation, conflict resolution, and mediation.
- Demonstrated initiative and ability to identify opportunities for improvement.
- High degree of self-awareness with an ability to self-reflect and identify any personal biases in all aspects of communication and duties of the role.
- Proven ability to work collaboratively within a team balanced with self-direction to work independently.
- Appreciation of the importance of accuracy and attention to detail.
- Ability to adjust and adapt to ever-changing needs and handle multiple tasks efficiently with a high degree of personal initiative.
- Experience working with persons with mental health issues would be an asset.



Location

This position is available to registered OTs residing anywhere in Alberta. Occasional travel may be required.

General

ACOT is an engaging learning organization that values professional development as this supports the growth of our organization.

We are committed to creating a positive, inclusive and barrier-free environment where everyone, from any background, can do their best work. We welcome those who contribute to further diversifying our staff, including but not limited to, people who identify as Black, First Nations, Métis, and Inuit, racialized, persons with disabilities, and persons of any age, sexual orientation or gender identity. ACOT will work with the appropriate parties to ensure that accessibility is a reality for all.

If you are interested in this position, please submit your cover letter and resume to marianne.baird@acot.ca by Friday May 14, 2021. Questions about this position may be submitted to marianne.baird@acot.ca.