

Complaints Officer

ABOUT THE CLPNA

The College of Licensed Practical Nurses of Alberta (CLPNA) is a non-profit regulatory organization. The CLPNA exists to protect Alberta healthcare users. Our first responsibility is to the public. We regulate the profession of Licensed Practical Nurses (LPNs), setting and maintaining standards to ensure the public receives safe, competent, and ethical healthcare services. Our focus and commitment to public protection and regulatory excellence underscores everything we do. The CLPNA has partnered with Alberta Health to lead the development and the continued operations of the Alberta Health Care Aide (HCA) Directory. In Alberta, HCAs are not a regulated profession, although HCAs will become regulated under the Health Professions Act in the future.

EMPLOYMENT TERM

This is a full-time, permanent appointment. Position is eligible for hybrid work, with a requirement to work in our Edmonton office on a regular basis.

THE ROLE

Reporting to the Complaints Director, the Complaints Officer works with a team responsible for administering and resolving formal complaints made to the CLPNA regarding a registrant's conduct. The Conduct team contributes to ensuring public safety by actioning complaints, while ensuring procedural fairness is upheld and due process is followed under the framework set out in the *Health Professions Act* ("HPA"), regulations, CLPNA Bylaws, standards of practice, Code of Ethics, and any other relevant legislation.

KEY RESPONSIBILITIES

- **Complaints Management** – Prioritizes complaints by analyzing the risk, seriousness, and type of the complaint for effective complaints management. Responsible for building strong relationships with all stakeholders involved in the process, the Complaints Officer communicates with the complainant and investigated member to ensure there is a clear understanding of the complaints process. Investigates and reviews completed investigation reports to determine if the conduct constitutes unprofessional conduct and determines suitable outcomes for appropriate and effective complaint management. Works in collaboration with other members of the Conduct team and the CLPNA's legal team during the complaints process, dismissal review requests, and appeals.
- **Investigations** – Manages multiple investigations simultaneously, the Complaints Officer is responsible for the management of the interview process including scheduling and conducting of interviews with the complainant, investigated member (and member's representative), and witnesses; gathering required evidence/documents; and writing investigation reports with appropriate supporting documentation.
- **Hearing Management** – Refers matters to the Hearing Director as required and supports the hearings process, working in consultation with the Complaints Director. Review files, create and finalize allegations, review the Agreed Statement of Facts and Joint Submission of Penalty, working with legal team and the investigated member and/or member's representative. Also, works with the legal team for witness preparation, including expert witnesses if required, for those testifying at the hearing and attending hearings (including those outside of Edmonton).

- **Other Conduct Projects and Responsibilities** – Works in collaboration with the Conduct team for the development and review of conduct procedures and policy manuals, and other organization projects. Participates in workshops, conferences, and training seminars as required through initiation to support self-development.

SKILLS & ABILITIES

The Complaints Officer is an integral part of the Conduct team who is knowledgeable about trends and issues that may affect LPNs, the nursing profession, and healthcare provincially, nationally, and internationally. Our ideal candidate thrives in a high paced environment, with the ability to administer tight deadlines while ensuring a high attention to detail. Given its functions, the role calls for a self-motivated professional who brings strong organizational and time management skills to meet and exceed required deadlines. Our ideal candidate has a strong nursing background, diplomacy, conflict resolution, and problem-solving skills; they can recognize and manage sensitive and confidential information as well as be adaptable and flexible to manage multiple conflicting priorities.

With an ability to work well independently but also as a team member, our ideal candidate comes with a positive, professional attitude and has excellent customer service skills. Utilizing their exceptional writing skills, they can explain complicated health sector regulatory concepts in a concise manner using plain language.

EXPERIENCE

- Post-secondary education, a minimum of a two-year diploma in nursing or a related field is required.
- Minimum of seven years varied clinical experience in nursing or related health profession.
- Professional nursing designation, or another related field, with active practice permit is required.
- Knowledge of the practical nurse scope of practice and competence requirements.
- Experience in conducting interviews and/or investigations would be an asset.
- Experience in a regulatory environment would be an asset.

OTHER QUALIFICATIONS

- Intermediate to advanced PC/computer skills with solid understanding of MS Office.
- Must speak, read, and write English fluently.
- Ability to travel provincially and nationally.
- Possess a valid Alberta Class 5 driver's license would be an asset.
- Satisfactory professional and criminal reference checks.
- Must be eligible to work in Canada.

FURTHER INFORMATION

For further information on this opportunity, please contact Human Resources at recruitment@clpna.com.

HOW TO APPLY

Please email your cover letter and resume, referencing Competition **2024-10** to recruitment@clpna.com.

Applications will be accepted until a suitable candidate is found, with a review scheduled to begin on June 27th, 2024.

CLPNA is an equal opportunity employer. We thank all applicants for their interest; only those applicants short-listed will be contacted.