

COLLEGE OF OCCUPATIONAL THERAPISTS OF ONTARIO

**ROLE DESCRIPTION (Short Form)
MANAGER, INVESTIGATIONS & RESOLUTIONS**

ACCOUNTABLE TO: Registrar

JOB SUMMARY

The Manager of Investigations and Resolutions is responsible for the implementation and co-ordination of procedures related to all aspects of case management for Complaints investigations, Mandatory Report Investigations, Fitness to Practise Inquiries, Registrar's Investigations and general committee support for the Discipline Committee and the Fitness to Practise Committee. The Manager of I&R will conduct investigations where appropriate and required. The Manager of I&R will take an active role in the co-ordination of resolutions in relation to the above processes with the exception of Hearings and will disseminate information related to the outcomes in various formats for various audiences including but not limited to internal and external stakeholders. The Manager of I&R will assist with the preparation of cases being referred for Discipline Hearings and will co-ordinate administrative support activities related to the hearing process through the I&R Associate.

KEY FUNCTIONS AND RESPONSIBILITIES:

CASE MANAGEMENT

- Constructs and maintains complete case records (both electronic and paper) as necessary;
- Completes all data processing related to files;
- Monitors all activity related to each file and takes actions in a timely and appropriate manner;
- Apprises the Registrar of current individual file status on a regular basis;
- Acts as a signatory to various official documents;
- Advises and consults with the Registrar regarding policies and procedures related to investigations and resolutions;
- Prepares files for the Health Professions Appeal and Review Board or divisional court when an appeal has been launched;
- Acts as the representative of the College in appeals before the Health Professions Appeal and Review Board.

DATA ANALYSIS AND TRENDING

- Manages the database;
- Recommends changes/improvements and co-ordinates the implementation; through the Director of Operations and Communications;
- Provides trending data reports to specified internal and external stakeholders;
- Produces annual data picture for annual report.

COMMITTEE SUPPORT

- Collaborates with and provides support as defined to the Inquiries, Complaints and Reports, Discipline, and Fitness to Practise Committees as well as various task forces / working groups as required;
- Assists with agenda development in co-operation with Chairs and Registrar;
- Produces minutes when in attendance at Committee meetings;
- Prepares draft decision frameworks for panel chairs;
- Assists panel chairs with the wording of the decisions and reasons;
- Produces a summary of a public decision for use in the Public Register and College publications and ensures that the public register is updated and maintained as required.

INVESTIGATIONS

- Meets with legal counsel and/ or registrants and / or complainants where required and appropriate;
- Acts in the capacity of an investigator for general complaints not requiring interviews;
- Provides direction to investigators related to ongoing investigations in accordance with current legislation, case law and the College's practices and policies;
- Liaises with the investigators to discuss the evolution of investigation plans;
- Clarifies investigative reports for Panel where necessary;

CO-ORDINATES RESOLUTIONS

- Sets dates for all forms of resolutions except Hearings (e.g., Mediations) in co-operation with all parties;
- Determines location of mediations and meetings in collaboration with the Registrar;
- Produces notice of hearing and ensure publication as per regulations;
- Ensures through the I&R Associate that panels, witnesses etc., have appropriate materials and instructions well in advance of date of hearing/mediation;
- Acts as a representative of the College when requested by Registrar during hearing and/or mediation;
- Ensures that all official evidence is labelled and stored;
- Negotiates undertakings with occupational therapists where directed;
- Co-ordinates access to and use of external legal counsel for purposes of investigations;
- Provides support to witnesses as necessary;
- Monitors the status of undertakings in progress.

CLIENT RELATIONS

- Represents the College in addressing questions and concerns raised by both the complainants and registrants and/or legal representatives with respect to the investigations and resolutions process;
- Acts as a primary contact person with regard to all aspects of the investigations & resolutions processes;
- Supports Registrar in ensuring the appropriate participation of media when present.

EDUCATION

- Participates in the orientation of new staff and new Council members regarding the investigations & resolutions processes and current trends;
- Participates in the development of materials to educate registrants and the public in collaboration with committee members;
- Writes submissions for College publications;
- Keeps abreast of current issues and trends in health care and professional regulation.

PROJECT MANAGEMENT

- Meets with the Registrar on a regular basis to discuss issues external to the I&R team which may affect the I&R team;
- Develops quality improvement initiatives as they relate to the I&R team and provide recommendations with relation to findings (i.e. ADR, routine correspondence etc.);
- Manages projects related to the I&R team or other relevant College activities;
- Applies principles of benchmarking to regularly analyse data and identify trends as they relate to the investigations and resolutions processes, and practice issues;
- Provides suggestions for quality improvement initiatives to the Registrar and respective Committee Chairs in relation to feedback received as a result of various initiatives related to data gathering and trending;
- Participates in drafting College policy and budget as related to the I&R team
- Apprises the appropriate parties of project updates
- Participates in working groups and task forces internal and external to the College where appropriate

REQUIRED EDUCATION/EXPERIENCE:

- University or College preparation in business, social science or law.
- Minimum three years' experience with database or case file co-ordination, ideally in a legal or regulatory setting.
- Familiarity with administrative law/ administrative tribunal experience

REQUIRED COMPETENCIES:

- Meticulous attention to detail and accuracy.
- Computer knowledge, including word processing, database management (Access),
- Proven organizational skills.
- Demonstrated ability to work independently and to take initiative.
- Sensitivity to issues of confidentiality.
- Effective communication and interpersonal skills, including tact and diplomacy in sensitive situations.
- Project management skills.
- Analytical skills.
- Able to set priorities and organize work effectively to deadlines.
- Personal characteristics of initiative and self-direction.
- Team player.

PREFERRED EDUCATION/SKILLS:

- Familiarity with the regulatory environment.
- Able to work effectively in a Committee structure, including minute taking.
- Experience with writing draft decisions.
- Experience with investigation processes and procedures.
- Experience with Alternative Dispute Resolution

ACCOUNTABILITIES:

Team work – the Manager, Investigations & Resolutions must understand and implement the synergies of participating in a team-based work environment.

Continuous quality improvement – the Manager, Investigations & Resolutions will contribute to the on-going evaluation and improvement of College business, operational and program practices.

Customer service – the customers of the College, in all their varied needs and expectations, must always be considered.

Commitment to organizational values – the Manager, Investigations & Resolutions must promote and embody the values of promotion of the public interest, ethical conduct, fairness and quality practices.

Strategic planning and visioning – the Manager, Investigations & Resolutions must be able to view the College as an evolving, growing organization, and to assist the College's Council to set and meet its strategic goals.

Acquiring needed skills and abilities - the Manager, Investigations & Resolutions is accountable for identifying deficits that hinder performance, and for seeking out assistance to resolve them.