

Director, Investigations

Join Our Leadership Team

Are you a seasoned leader passionate about fostering professionalism, integrity, and accountability in healthcare. In this role, you will oversee vital professional conduct review activities for nursing and midwifery designations and lead a dynamic team committed to fair, trauma-informed, and risk-based practices. Your work will be pivotal in shaping investigations, alternative resolutions, compliance monitoring, and more—all while ensuring adherence to evolving legislation, privacy laws, and administrative principles. If you're ready to drive impactful change and uphold the highest standards of healthcare regulation, we want to hear from you!

Status: Regular, Full-Time

Work Location: Hybrid, Vancouver B.C. (a minimum of 2-3 days in office)

Who we are

The British Columbia College of Nurses & Midwives (“BCCNM”) is the college empowered under the Health Professions Act to regulate the practice of all licensed practical nurses, nurse practitioners, registered midwives, registered nurses, and registered psychiatric nurses in British Columbia. Regulation helps to protect the public by ensuring that professional care or service received by the public is competent, ethical, and meets the standards that society views as acceptable.

As western Canada’s largest health profession regulator, we believe a diverse and inclusive team enriches our efforts to protect the public. We welcome applications from all who reflect of the communities we serve and especially encourage Indigenous Peoples and members of equity-seeking groups to apply. We believe diverse perspectives and experiences bring both innovation and better outcomes to the work we do and the decisions we make.

BCCNM’s commitment to Indigenous Specific Anti-Racism

BCCNM is committed to working with Indigenous Peoples and health system partners to support Indigenous-specific anti-racist practices in the health system. As the largest health regulator in Western Canada, BCCNM has the opportunity to influence the health professionals we regulate, as well as the broader health-care system, to break the cycle of racism, and improve health outcomes for Indigenous Peoples. BCCNM has pledged to become culturally safe and anti-racist, and to support the health professionals we regulate to do the same.

What we offer you

We promise to provide you with rewarding work that challenges you. You will be part of a passionate team contributing to our important mandate of protecting the public. As a member of the team, you can expect to be working in a collaborative, team-based environment, and treated in a respectful and professional manner.

The expected starting base salary for this position is \$153,328 – \$177,496 annually, depending on a variety of factors including qualifications and experience. Once hired, you will progress through a wider salary range over time as you continue to develop job knowledge, skills and competencies for the role.

In addition to base salary, the college offers a generous vacation and extended benefits package. As an employee, you receive 100% employer-paid health and dental benefits. And we contribute to B.C.'s Municipal Pension Plan to help you secure your retirement income. Throughout your career with us, you will engage in a

variety of learning and development. We will support your professional development and cover your professional membership costs. To support you in work and life, we provide an employee assistance program and fitness allowance perk. Working with us allows you to enjoy flexible hybrid work. This position is located in Vancouver, but you'll be able to work remotely up to 3 days a week. Our office is closed for the 11 statutory holidays in B.C. as well as Easter Monday and Boxing Day.

What you'll be doing

Reporting to the Executive Director/Deputy Registrar, Inquiry, Discipline & Monitoring, the Director, Investigations provides managerial support, oversight and leadership to the staff responsible for the investigation of complaints ranging from clinical neglect and negligence to discrimination and physical, verbal, financial and sexual misconduct. This includes collaborating on the design and improvement of program functions from a risk-based, right-touch and distinction-based lens, and ensuring risk management and legal compliance measures are established. Depending on qualifications, the Director, Investigations also provides legal advice.

These activities require an efficient, fair, risk-based, distinctions-based and trauma-informed approach. Activities must be compliant with the *Health Professions Act* (HPA), the upcoming *Health Professions and Occupations Act* (HPOA), the *Declaration on the Rights of Indigenous Peoples Act* (DRIPA), the *Freedom of Information and Privacy Protection Act* (FOIPPA), the *Privacy Act*, the *Personal Information Protection and Electronic Documents Act* (PIPEDA), College bylaws, and administrative law.

Key responsibilities include:

1. Manages the investigation team to ensure files are effectively prioritized and investigated while assessing risk and supporting strategic responses to emerging issues and long-term program goals. Assigns case files and supports staff throughout the life cycle of investigations, including quality, efficiency and best-practice support. Liaises with the IDM legal team to ensure alignment to a principled approach.
2. Collaborates on determining staffing needs and recruits staff; provides work direction and training; develops, coaches, and manages staff; promotes continuous improvement, professional development, and goal attainment to develop organizational and leadership capacity in self and staff. Oversees the work of contract investigators.
3. Works with staff to manage change, conflict and ensure adoption of new processes and practices.
4. In consultation with IDM leadership and team, continuously reviews and improves investigation processes, including bylaw and policy and process reform and budget management; monitors processes, including development of new information-flow and assessment pathways. Formulates operational plans focussing particularly on risk-assessment, investigative effectiveness, mediation, and best-practice. Collaborates on the creation, organization, and maintenance of quarterly and annual reporting; data reporting; risk matrixes; decision trees; bring forward systems; disposition charts and other resource materials. Consults on business transformation.
5. In consultation with IDM leadership and team, liaises across BCCNM, including with the Reconciliation team, to develop and implement alternate dispute resolution processes, support worker programming, and distinctions-based initiatives to support Indigenous health equity (the Pathways Program). The Program will operate in compliance with the *Health Professions Act*, BCCNM by-laws, the *Declaration on the Rights of Indigenous Peoples Act* (DRIPA), and the upcoming *Health Professions and Occupations Act* (HPOA).
6. In consultation with IDM leadership and team and depending on credentials, provides legal advice on investigation matters and ensures the provision of legal advice is obtained applying a risk management, trauma-informed framework. Monitors professional regulation case law. May represent BCCNM as counsel in various proceedings including discipline hearings, judicial reviews, appeals, and HPRB reviews.

7. In consultation with the IDM leadership team, establishes collaborative relationships with health system partners, including Indigenous Governing bodies and organizations, to ensure appropriate supports are available for registrants and complainants interacting with IDM and BCCNM. Shares information , including via formal presentations, with diverse audiences.
8. Maintains a positive work environment and fosters collaborative and effective working relationships both within and outside of the department to sustain and enhance the College's desired culture.
9. Demonstrates a commitment to ongoing learning related to Indigenous cultural safety and humility and supporting organizational actions towards addressing indigenous-specific racism in BC's health care system.
10. Fosters and maintains an organizational culture that promotes equity, diversity and inclusion, mutual respect, teamwork, and service excellence.

Your education & skills

- Bachelor of Law or Juris Doctor, or master's degree in healthcare, counselling and mediation training, and notable experience in investigations and risk management, or an equivalent combination of education and experience within healthcare and/or regulatory environment. If lawyer, must be a practicing member of the Law Society of BC.
- Seven to ten years of experience, ideally including management, in a regulatory, risk management, or investigative program (such as licensing, critical incident investigations, patient safety/complaint/healthcare coordination, or employment investigations), ideally in a health-related environment, or in the areas of administrative or criminal law. Demonstrated ability to independently manage a complex caseload and make discretionary decisions in accordance with risk mitigation goals, precedent, policy, and legislation; Experience with clinical healthcare setting an asset.
- Demonstrated management experience with staff with a high-volume case load within a unionized and non-unionized environment. Ability to identify the developmental needs of employees and to provide coaching mentoring and other assistance. Proven leadership ability in an ever-changing environment. Change management training and experience is a significant asset.
- Excellent interpersonal skills coupled with conflict management and mediation/resolution skills. Politically astute and culturally sensitive. Ability to establish strong working relationships with a variety of stakeholders. Recent experience in alternate dispute resolution is an asset.
- Excellent oral and written communications skills and the ability to communicate effectively with individuals at all levels of the organization. Strong presentation and facilitation skills.
- Experience developing policy, programs, and procedures, and leading program review and re-design.
- Strong technical aptitude and ability to leverage technology to drive change. Strong working level knowledge and experience using MS Office. Experience with MS Dynamics CRM preferred.
- Knowledge of applicable legislation including but not limited to the: *Health Professions Act, Declaration on the Rights of Indigenous Peoples Act, Freedom of Information & Protection of Privacy Act, Criminal Records Review Act, Administrative Tribunals Act, Human Rights Code, & Criminal Code.*
- Experience working with Indigenous populations investigating and resolving healthcare concerns or complaints within the health care system is preferred. Knowledge of or experience working in a distinctions-based approach recognizing and respecting the specific rights, priorities and concerns and unique histories and cultures of First Nations, Métis, and Inuit Peoples an asset. Commitment to integrating Indigenous resolution practices and seeking support from Indigenous Elders, Knowledge Keepers and communities in a culturally safe manner.
- Models and supports full team commitment to cultural safety and Indigenous-specific anti-racism in the healthcare system and trauma informed practices, including within the healthcare system complaints frameworks. Demonstrates humility and heart-led leadership.

- Knowledge of Canadian colonial impacts on Indigenous people in social and health contexts, including social, economic, political, and historical realities impacting Indigenous communities and knowledge of Indigenous-specific anti-racism and accompanying reports (e.g. The Truth & Reconciliation Commission's 94 Calls to Action (2015), the In Plain Sight Report (2020), and Reclaiming Power and Place's Calls for Justice (2019)).
- Demonstrated understanding of equity, diversity, inclusion, and cultural humility as they apply to investigations, regulatory complaints resolution processes and healthcare.

How to Apply

If you are interested in this position, please [apply online](#) by **11:59PM on April 7, 2025**. This opportunity will remain posted until filled; however, priority consideration will be given to those who apply by the deadline. To see a full list of our current opportunities or to learn more about working at the BC College of Nurses & Midwives, please visit our website at [Careers at BCCNM](#).

Collection Notice

To apply to a job posting, you need to create an online account with BCCNM. To create an online account as well as apply for a job posting, you'll be asked to provide personal information.

The BC College of Nurses and Midwives (BCCNM) collects your personal information for the purposes of creating your online account as well as for recruiting, evaluating, and selecting employees. The legal authority for collecting this information is under section 26 British Columbia's *Freedom of Information and Protection of Privacy Act*. If you have any questions, please contact privacy@bccnm.ca.

Please note: BCCNM no longer requires staff, contractors, board and committee members, and volunteers to provide an attestation of vaccination related to the Covid-19 pandemic.

In the event of a Public Health Order being issued, the College is committed to full compliance with all directives and guidelines set forth by the Provincial Health Officer (PHO) to ensure the safety and well-being of our employees and the community partners we work with, consistent with the duty of the College to serve and protect the public.