



Position Description

Position:	Professional Conduct Associate – Intake and Monitoring
Reports To:	Professional Conduct & Regulatory Affairs Director
Date Last Reviewed:	December 2021

Scope of the Position

Working under the direction of the Professional Conduct & Regulatory Affairs Director (“the Director”) and in coordination with the Manager of Professional Conduct – Intake and Monitoring (“the Manager”), the Professional Conduct Associate – Intake and Monitoring (“the Associate”) will support the intake of complaints from members of the public, mandatory reports from employers and other individuals, mandatory self-reports from members of the profession, illegal practice concerns, and other concerns that come to the attention of the College regarding the conduct of its members. The Associate will also support the College’s Registrar’s Review and compliance monitoring processes.

This position description outlines the nature and level of work and results expected. It is not designed to provide an exhaustive list of activities rather to outline the scope of the job and the expected results.

Key Responsibilities

Under the direction of the Director and in coordination with the Manager, the Associate will:

1. Professional Conduct Department

1. Operate as front-line communication with members of the public, employers, members of the profession, and other individuals, responding to general inquiries about CMRITO’s professional conduct processes
2. Triage specific inquiries for further follow-up by the Manager, as required
3. Respond to inquiries within appropriate timeframes
4. Track and monitor the intake of patient complaints until such time as the complainant consents to proceed with the investigation and the member is identified, at which point

the matter proceeds to the Inquiries, Complaints and Reports (ICR) Committee for review

5. Intake, triage, track, and monitor the review of information by the Registrar as part of CMRITO's Registrar's Review process
6. Track and monitor member's compliance with orders of the Inquiries, Complaints and Reports (ICR) Committee, Discipline Committee, and Fitness to Practise Committee
7. Draft routine correspondence using approved precedents or templates
8. Prepare correspondence for mailing, emailing, and/or posting to a member's Member & Applicant Portal (MAP)
9. Maintain accurate records in Outlook, CMM, SharePoint, and Boardvantage
10. For all Registrar's Review meetings:
 - a. prepare and maintain member files, including prior decisions (if any)
 - b. prepare meeting materials (i.e., agendas, records of decisions, reports, and information items)
 - c. prepare meeting calendar invitations for meeting participants
 - d. upload meeting materials to Boardvantage
 - e. manage Boardvantage permissions
 - f. update CMM and SharePoint, as appropriate
11. Provide back up support to the Professional Conduct Associates for meetings of the Inquiries, Complaints and Reports (ICR) Committee, Discipline Committee, and Fitness to Practise Committee, as required

2. Member and Other Support Services

1. Perform a variety of administrative tasks which support the overall operations of CMRITO in any of the program areas as part of the support services team
2. Provide outstanding customer service to members of the public, members of the profession, Council and Committee members, and stakeholders
3. Assist and support the following program areas during vacations and other absences or during times of high volumes: Registration, Quality Assurance, and Corporate Services

4. Respond to member and applicant inquiries
5. Prepare correspondence, reports, agendas, presentations, and other documents as directed by the Registrar and other Directors
6. Participate in implementing business continuity plans when necessary
7. Support the Registrar and Directors in project management
8. Other duties as required