



Position Description

Position:	Professional Conduct Manager – 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”), the Professional Conduct Manager – Intake and Monitoring (“the Manager”) will manage 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 Manager will also manage the College’s Registrar’s Review and compliance monitoring processes, provide project-specific support to the Registrar and other Directors, and support the Quality Assurance & Professional Practice program area, as required.

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, the Manager will:

1. Professional Conduct Department

1. Communicate with members of the public, employers, members of the profession, and other individuals, responding to inquiries about CMRITO’s professional conduct processes
2. Provide information to members of the profession, other regulated health professionals, employers, and facility operators regarding their mandatory reporting obligations
3. Respond to inquiries within appropriate timeframes

4. Triage, 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. Prepare necessary triage documentation, where appropriate
7. Track and monitor member's compliance with orders of the Inquiries, Complaints and Reports (ICR) Committee, Discipline Committee, and Fitness to Practise Committee
8. Draft correspondence
9. Ensure that accurate records are maintained in Outlook, CMM, SharePoint, and Boardvantage
10. For all Registrar's Review meetings:
 - a. review the files prepared by the Professional Conduct Associate – Intake and Monitoring for accuracy and completeness
 - b. record the Registrar's direction and decisions in the appropriate documents and records
 - c. ensure that drafting follow-up correspondence is prioritized appropriately

2. Member and Other Support Services

1. Assist and support the following program areas during vacations and other absences or during times of high volumes: Quality Assurance & Professional Practice
2. Participate in implementing business continuity plans when necessary
3. Support the Registrar and other Directors in project management
4. Other duties as required