



## Physiotherapy Alberta College + Association

Position Title	Investigator
Direct Report	Complaints Director
Functional Reporting	None
Status	Casual

### Position Overview

Working in collaboration with the Complaints Director, and in accordance with the *Health Professions Act* (HPA), the Investigator is responsible for investigating and reporting on complaints of professional misconduct received by Physiotherapy Alberta - College + Association.

### Key Responsibilities

1. Investigates, or assists in investigating, complaints by identifying, obtaining and analyzing relevant information and documents such as clinical and financial records, statements and transcripts.
2. Explains the complaints process and related policies and procedures to all parties as required.
3. Conducts interviews in person or by telephone taking statements from parties and witnesses deemed relevant to the complaint.
4. Communicates and corresponds with parties and the Complaints Director throughout the investigative process per HPA requirements and Physiotherapy Alberta policy.
5. Prepares and delivers investigative reports both verbally and in writing to the Complaints Director.
6. Manages hard copy and electronic investigative files with the assistance of Physiotherapy Alberta administrative staff who support the conduct process.

### Qualifications

Education	A degree as a physiotherapist Working knowledge of regulatory processes and administrative law <sup>1</sup> National Certified Investigator & Inspector Training Basic Program offered by the Council on Licensure Enforcement & Regulation <sup>1</sup>
Experience	10 years of physiotherapy practice experience Working knowledge of the Standards of Practice and Code of Ethical Conduct
Skills	Excellent people skills Excellent verbal and written communication skills Self-directed Objectivity

<sup>1</sup> May be acquired post-employment.

Ability to meet timelines

Other      A regulated member on Physiotherapy Alberta's General Register  
In good standing with Physiotherapy Alberta and no previous findings of professional  
misconduct in any regulated health profession  
Flexible schedule and the ability to travel within the province

Investigators are compensated for time commensurate with education and experience. Travel and expenses  
are reimbursed in accordance with Physiotherapy Alberta policy.

February 2018