



### Who We Are

With great respect, we acknowledge that the College of Pharmacists of BC (CPBC) is located on the unceded territories of the hən̓q̓əmiñəṁ speaking peoples – xʷməθkʷəy̓əm (Musqueam Nation), sel̓ilwítulh (Tseil-Waututh Nation), and the Skwxwú7mesh-ulh Sníchim speaking peoples - Skwxwú7mesh Úxwumixw (Squamish Nation) whose historical relationships with the land continue to this day. As a health regulator, our responsibility is to protect the health and safety of individuals accessing pharmacy care by licensing and regulating pharmacists, pharmacy technicians and the pharmacies where they practice in order to ensure they deliver qualified, safe, and ethical care.

Having embarked on a collective journey with health regulators in BC towards creating safer spaces for Indigenous partnerships, CPBC is focused on developing and enabling alternative dispute resolution mechanisms to uphold the legal plurality that exists between Westernized systems and traditional Indigenous methodologies.

CPBC is committed to addressing Indigenous-specific racism and other forms of discrimination both in healthcare and within regulatory structures. We believe in integrity, transparency, and relational partnerships. As part of this team, you can expect to be treated with dignity and respect. CPBC staff contribute to a positive work-life balance and personal health and wellness through their commitment to voluntary interest committees aimed at promoting cultural safety, equity, and social and environmental initiatives.

### Our Values

#### Accountability

- *We value the importance of our work and take responsibility for our decisions, words and actions.*

#### Integrity

- *We act ethically, honestly and in good faith.*

#### Indigenous Cultural Safety and Humility

- *We help to ensure that Indigenous Peoples have access to a culturally safe healthcare system, free from Indigenous-specific racism.*

#### Respect

- *We value the feelings, culture and preferences of others and recognize that they are as important as our own.*

### Our Diversity, Equity and Inclusion Commitment

CPBC is committed to helping our health system become culturally safe and free from Indigenous-specific racism. As recognized in our updated Strategic Plan and the [In Plain Sight](#) report, and acknowledged as a gap in our staff complement at CPBC, we are very interested in recruiting Indigenous individuals and encourage them to apply.

We are committed to fostering, cultivating, and preserving a culture of diversity, equity and inclusion. CPBC seeks to attract, retain, and develop a qualified, capable, and diverse workforce that is reflective of all our communities. We are committed to employment equity by ensuring all human resource practices comply with the provisions of the Human Rights Code, address unintentional bias and are impartial, fair and honest. CPBC also fosters a welcoming, inclusive, and respectful environment where ongoing diversity, equity and inclusion learning and training are offered; cultural and social awareness are provided; and religious observances are acknowledged.

## About the Role

Based in the BC lower mainland, CPBC is seeking to hire an individual with strong written, verbal, and interpersonal communication skills to take on the full-time position of **Investigator**. The successful candidate will have a post-secondary degree, diploma or professional certificate in pharmacy, health care, criminology, law, public administration, investigations or in a related field. Experience in conducting investigations in a healthcare or similar institutional or workplace setting is preferred. Being a registered pharmacist or pharmacy technician with at least 5 years of pharmacy practice experience is a strong asset.

Working as part of a team of investigators, the successful candidate will have strong evaluative, critical thinking, problem solving, and analytical skills to manage intake concerns, plan and conduct investigations and pharmacy inspections, and analyze investigative findings relating to the practice, conduct or actions of pharmacy registrants in an unbiased manner. The Investigator role also involves drafting and presenting investigation reports, negotiating consent agreements, and communicating outcomes to relevant parties.

## Essential Duties

- Acknowledges and responds to complaint and investigation related intake concerns from internal and external parties.
- Conducts preliminary inquiries for intake concerns by gathering and examining records and other relevant information.
- Resolves intake concerns, as appropriate.
- Plans and conducts complaint investigations in accordance with the *Health Professions Act* (HPA).
- Conducts pharmacy inspections in accordance with the HPA and *Pharmacy Operations and Drug Scheduling Act* (PODSA).
- Corresponds with internal and external parties to gather information towards resolution and disposition/decision of investigation files.
- Collects and releases evidence and follows the chain of custody process to ensure integrity of the evidence.
- Analyzes evidence, prepares documentation, and develops recommendations for disposition of investigation files and for presentation to the Inquiry Committee.
- Analyzes inspection findings and prepares written reports of pharmacy inspections for the Inquiry Committee, when applicable.
- Presents investigation files and findings to the Inquiry Committee.
- Ensures undertakings by registrants are completed consistent with the department's established monitoring process.
- Follows-up with registrants and other parties for investigation files to ensure compliance and deadlines of requests for information, responses, and remedial actions are met.
- Collaborates with CPBC's legal counsel and/or external legal counsel on discipline cases, including but not limited to, facilitating the drafting of the citation, and preparing the file for hearing, identifying, and collating evidence, and coordinating availability of witnesses.
- Collaborates with CPBC's legal counsel and/or external legal counsel on Inquiry matters and seeks legal advice when necessary.
- Deals directly with registrant's legal counsel or assists CPBC's legal counsel or external legal counsel to review and respond to submissions/requests for reconsideration and negotiate agreements.
- Provides updates of complaints data or deadlines to the department's administrative staff to ensure all the databases are current and accurate.

### Essential Duties (*continued*)

- Identifies the appropriate files for the “record” as required by the Health Professions Review Board as necessary, conducts appropriate research, analysis and prepares written submissions together with CPBC’s legal counsel or external legal counsel, as necessary.
- Writes public notifications for investigation outcomes when required under section 39.3 of the HPA.
- Works with different departments to ensure that investigative tasks are completed within operational timelines.
- Identifies trends and patterns requiring further investigation.
- Collaborates with other law enforcement agencies, regulatory bodies, third party payers, and federal and provincial agencies as required.
- Collaborates with the Director of Conduct, Inquiry and Remediation to review and prioritize complaints received based on established departmental metrics.
- Keeps current and accurate records regarding all administration related to assigned duties, including travel and expense claims, and updating of personal calendar.
- Provides case updates on progress on investigations and performs other duties related to department functions as assigned by the Director of Conduct, Inquiry and Remediation.
- Works with the Director of Conduct, Inquiry and Remediation and team to identify process improvements to ensure business processes are streamlined and effective for the team.
- Leads and/or participates in CPBC projects, committees and/or working groups as assigned by the Director of Conduct, Inquiry and Remediation.

### Qualifications, Skills and Knowledge

- Post-secondary degree, diploma or professional certificate in pharmacy, health care, criminology, law, public administration, investigations or in a related field.
- Valid British Columbia driver’s license with a clean driving record and a reliable vehicle with \$2 million in third party liability insurance.
- Experience conducting investigations in a healthcare or similar institutional or workplace setting (or equivalent combination of education and experience).
- Registered pharmacist or pharmacy technician in good standing with at least 5 years of pharmacy practice experience is a strong asset.
- Exceptional written and verbal communication skills.
- Knowledge of and commitment to trauma-informed principles and practices, diversity, inclusion, and cultural safety and humility as they apply to health care, investigations, and complaints resolution.
- Knowledge of and experience interpreting and applying legislation.
- Strong report writing, research, evaluative, analytical, and interviewing skills.
- Strong problem solving and conflict resolution skills.
- Proficient in Microsoft Office (Intermediate to Advanced level in Outlook, Word, Excel, PowerPoint).
- Ability to discern fact from fiction and maintain objectivity.
- Ability to manage own emotions and have a high level of situational awareness.
- Ability to build and maintain effective working relationships with all partners.
- Ability to maintain tact when dealing with diverse groups of people with different personalities.
- Ability to organize work duties, set priorities and manage a complex caseload.
- Strong detail orientation and drive for accuracy while working under pressure.
- Commitment to continual learning and adaptability to new technology.
- Ability to use a common sense approach and exercise good judgement in protecting confidential information.

## Salary and Benefits

The salary range for this position is \$104,929 to \$111,101 annually based on a 35-hour work week. The starting salary will be determined based on factors such as the successful candidate's job-related knowledge, skills, experience; salaries of other employees in the same salary range; market conditions and other relevant factors.

CPBC provides a competitive compensation; an attractive paid time off package that gives annual vacation, personal days, and additional days off during the year-end office closure; and extended benefits that include healthcare a defined benefit plan with the Municipal Pension Plan. We have a flexible work environment that includes a hybrid work model with an assigned schedule. We offer opportunities for personal and professional growth; provide flexibility; strive for work-life balance; and provide an excellent and dynamic work environment where innovation, teamwork and creativity are highly valued.

## How to Apply

CPBC offers accommodation for applicants with disabilities to take part in the selection process. Please let us know if an accommodation is required when you are contacted about an interview and/or assessment. All information in relation to accommodation is kept confidential.

Please submit a cover letter and resume to [hr@bcpharmacists.org](mailto:hr@bcpharmacists.org) by end of day **Tuesday, May 20, 2025**. This opportunity will remain posted until filled; however, priority consideration will be given to those who apply by the deadline. References, education and professional credential verifications, and a criminal record check may be required for all final candidates.

*\*Please note that applications will not be kept on file and only applicants selected for an interview will be contacted.*