

Intake Consultant

Status: Regular, Full-Time

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

We welcome applications from all qualified candidates. In alignment with the needs of our Intake Team, we will prioritize applicants who hold valid registration as a Registered Midwife with BCCNM.

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 are delighted to be recognized as one of BC's Top Employers. It is more than a badge of honor – it's a reflection of our people and the purpose that drives us every day. At BCCNM, we're creating a workplace where flexibility, equity, growth, and connection are not just values – they're part of how we work. Whether it's through hybrid work options, meaningful employee engagement, or our commitment to reconciliation, we're building something that matters. This honor reflects our unwavering commitment to creating a workplace where people truly thrive.

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 \$121,764 – \$127,853 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 Director, Intake & Monitoring, and working as an integral member of the Intake and Triage Team, the Intake Consultant plays a key role in the early stages of the complaints process. This includes supporting complainants and potential complainants, conducting preliminary reviews and investigations of complaints involving clinical and competency issues, clarifying allegations, assessing the sufficiency of complaints, identifying risk mitigation strategies, and facilitating early resolution where appropriate.

This position is part of BCCNM's ongoing efforts to strengthen and modernize its regulatory processes in preparation for the upcoming *Health Professions and Occupations Act* (HPOA). The Intake Consultant brings clinical expertise and experience in risk management, healthcare investigations, or leadership, and applies sound professional judgment in alignment with the *Health Professions Act* (HPA), *Declaration on the Rights of Indigenous Peoples Act* (DRIPA), and BCCNM bylaws. The role also includes supporting Indigenous complainants in navigating the complaint process and contributing to the development of culturally safe approaches to early resolution.

Key responsibilities include:

1. Leads the intake-level investigation of complaints involving clinical or competency concerns, by gathering and analyzing relevant information, assessing risk, and determining whether the matter should proceed to formal investigation, under the authority of the Registrar and, where applicable, the Inquiry Committee.
2. In consultation with the Director, Intake & Monitoring, develops and implements processes to streamline the Intake function of the Inquiry, Discipline and Monitoring (IDM) department, supporting the effective flow of complainants and potential complainants through the complaint process.
3. Liaises with employers to provide guidance and information about their duty to report, the complaint process, and assists them in making clear and effective complaints, particularly in cases including serious clinical competency issues.
4. Liaises with complainants or potential complainants in a supportive and helpful manner to ensure they understand the role of the College and its jurisdiction, the purpose of the complaint process and, if necessary, manages expectations by explaining potential outcomes in neutral and realistic terms.
5. Supports the navigation of the system for Indigenous complainants and assists with the review and planning of a culturally safe alternative dispute resolution program.
6. Creates and implements a referral guide that will direct potential complainants with concerns that fall outside the jurisdiction of the BCCNM to the appropriate complaints body or other appropriate forum.
7. Participates in Intake and Triage team meetings to ensure alignment in assessment and management of complaints.
8. Prepares reports for the Inquiry Committee and the Registrar/CEO to support decision-making related to the review, disposition, or next steps in complaint matters.

9. Communicates with health authorities, law enforcement and other government agencies as required in the intake and investigation process.
10. 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.

Your education & skills

- Master's degree plus specialized nursing or midwifery education with experience in social work, counselling, conflict resolution, paralegal studies, conflict analysis and management, mediation, alternative dispute resolution (ADR), or investigative practices.
- Five to seven years of progressively responsible experience in clinical nursing practice, social work, profession-focused regulatory environments, or investigative roles.
- Direct experience working in a risk management, investigations, or management roles in healthcare and/or in ADR settings in a healthcare environment. Knowledge of trauma-informed investigative practices an asset.
- Demonstrated understanding of diversity, inclusion and cultural safety and humility as they apply to investigations, regulatory complaints resolution process and healthcare.
- Specific, direct experience working with Indigenous populations investigating and resolving complaints within the health care system is highly preferred.
- Ability to accurately interpret legislation, bylaws and policy, supported by strong critical thinking and analytical skills.
- Excellent oral and written communication skills required to ensure clear communication with registrants, healthcare agencies and employers, and the public.
- Excellent interpersonal skills and conflict management skills are essential. The ability to work with individuals to minimize confrontation and to focus on problem solving in order to achieve mutually satisfactory resolution to issues is required.
- Demonstrated ability to work collaboratively with various levels of internal teams and external partners.
- Working level knowledge and experience using current versions of MS Office, MS CRM Dynamics, and MS SharePoint.
- Demonstrated ability to independently manage a complex caseload and make discretionary decisions in accordance with risk mitigation goals, precedent, policy, and legislation.
- Experience in drafting institutional policy and developing programs, policies, and procedures.
- Understanding of administrative law processes, and experience in investigations, and/or mediation and negotiation.
- If a midwife, must hold practicing or non-practicing registration in good standing with BCCNM. If a nurse, must hold practicing registration in good standing with BCCNM or be eligible for practicing registration with BCCNM.
- Knowledge of the *Health Professions Act* (HPA), *Declaration on the Rights of Indigenous Peoples Act* (DRIPA), and BCCNM bylaws is an asset.
- 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)) is an asset.

- Demonstrated understanding of equity, diversity, inclusion, and cultural humility as they apply to health care is an asset.

How to Apply

If you are interested in this position, please apply online by 11:59pm on September 14, 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 about the Collection Notice, 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.