

The College of Registered Nurses of Alberta (CRNA) is a regulatory college under the *Health Professions Act*. Our vision is excellence in nursing regulation for the health of all Albertans. Our objective is people-first, and we are committed to attracting the best people, engaging, and developing a workforce that embodies our values of integrity, respect, accountability and professionalism. CRNA is committed to meeting and exceeding its legislative responsibilities by using a Right-touch relational regulatory approach.

Complaints Director

As part of our commitment to excellence in nursing regulation, we are seeking a **Complaints Director** to join our Professional Conduct team. This leadership position plays a key role in guiding CRNA's professional conduct processes, overseeing complaint management, investigations, agreements, referrals, and disciplinary matters under the Health Professions Act (HPA).

By interpreting the HPA through CRNA's regulatory philosophy, the Complaints Director ensures our processes are fair, transparent, and proportionate, with remedial actions aligned to risk of harm.

This is an ideal opportunity for someone who brings deep regulatory or legal experience, strategic leadership capabilities, and a commitment to right-touch relational regulation. You will lead a team dedicated to protecting the public while ensuring administrative fairness and procedural integrity.

What You Will Do

Complaints & Conduct Management

- Oversee complaints management processes to ensure legislative compliance, transparency, and administrative fairness with the goal of creating public confidence in CRNA.
- Analyze investigation reports and evaluate evidence to determine appropriate resolution of complaints.
- Oversee the drafting and issuance of dismissals.
- Negotiate consensual resolution of complaints when appropriate, including alternate complaint resolution.
- Provide oversight of decisions regarding initial complaint resolution and orders under s65 (suspensions), s70 (member admissions), and s118 (fitness to practice).

Strategic Leadership & Policy Development

- Provide strategic leadership, including the development and advancement of regulatory processes and initiatives in a fair and proportionate manner, in the public interest.
- Develop and implement Conduct policies and procedures in alignment with CRNA strategic direction and Right Touch Relational Regulation principles.
- Implement and evaluate system processes consistent with right-touch relational regulation to ensure proportionate, fair, and timely investigation, discipline, and remediation of members.
- Interpret the HPA through CRNA's regulatory philosophy to ensure processes are fair, transparent, and proportionate, with remedial actions aligned to risk of harm.
- Provide statistical reporting to Council and government as required.

Partnerships & Collaborations

- Consult with the CRNA legal counsel and provide direction regarding allegations, evidence, and appropriate sanctions.
- Foster professional and collaborative relationships with senior leadership team, management, and external stakeholders.
- Participate in and implement initiatives aligned with Council's strategic directions
- Contribute to the CRNA's initiatives aligned with its Equity, Diversity, Inclusion and Accessibility Framework, integrating culturally informed processes into conduct practices as guided by senior leadership.

What You Possess

Education:

- Bachelor's degree in a health-related field, business administration, or undergraduate degree plus law degree preferred.
- Master's degree in a health-related field, business, or public administration considered an asset.

Experience:

- 10–14 years progressive management experience, including administrative law, healthcare management, or legislation.
- Formal adjudicative experience, working knowledge of and experience with relevant legislation, administrative law, and professional discipline is preferred.
- Experience in professional regulation preferred.
- Eligible for CRNA registration or regulated by another regulatory college is an asset.
- Combination of equivalent education and experience will be considered.

Skills & Competencies:

- **Strategic & Operational Excellence:** Demonstrated ability to translate a strategic plan into effective operational plans and lead successful change management initiatives.

- **Analytical & Decision-Making:** Ability to analyze complex issues, synthesize information, develop options, and mentor others in determining the best direction. Proven ability to exercise independent judgment and decision-making.
- **Communication & Collaboration:** Excellent communication skills (including facilitation and presentation) to express ideas, engage various stakeholders, and influence action. An active listener who possesses a clear and concise writing style.
- **Leadership & Coaching:** Proven ability to work with people in a positive and motivational manner, with a successful track record in mentoring and coaching.
- **Conflict Resolution:** Willingness to address issues directly to constructively resolve conflict and build trust.
- **Professionalism:** Proven ability to work with confidential information and use sound judgment in its safekeeping and disclosure. Ability to challenge the status quo in a professional and collaborative manner.
- **Critical Thinking:** Excellent critical thinking, analysis, and problem-solving skills.

What We Offer:

- An ongoing full-time employment opportunity.
- Competitive salary with a comprehensive health and dental benefits package, including resources to support mental health and financial wellness.
- Annual Health Spending Account (HSA) and Wellness Spending Account (WSA) to support ongoing learning, health, wellness and family services.
- Defined benefit pension plan.
- Flexible, hybrid work environment with a 7.25-hour workday, Monday through Friday.
- 12 general holidays, plus an annual holiday break in December.
- Earned vacation days, starting at a rate equivalent to 20 days per year.

Apply Now

Submit your resume and cover letter by November 17, 2025, quoting file 63501-00 to crnacareers@nurses.ab.ca.

We appreciate your interest in joining CRNA and thank all applicants in advance.

Only those selected for an interview will be contacted.