



College of
**COMPLEMENTARY HEALTH
PROFESSIONALS OF BC**

Job Posting

Job Title: Manager, Inquiry and Discipline
Department: Inquiry and Discipline
Status: Full-time; Permanent
Location: Vancouver, BC

Who We Are

The College of Complementary Health Professionals of BC (CCHPBC, or the College) is located on the traditional, ancestral, and unceded lands of the xʷməθ kʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səlilwətał (Tsleil-Waututh) Nations. The College regulates over 12,000 health professionals, including chiropractors, massage therapists, naturopathic physicians, traditional Chinese medicine practitioners, and acupuncturists across British Columbia.

Formed on June 28, 2024, through the amalgamation of four provincial health profession regulators, the College was established as part of the Ministry of Health's initiative to modernize the health profession regulatory framework in B.C. Its primary role is to protect public health and safety by licensing and regulating health professionals and the settings in which they practice. This includes ensuring that every health professional within its purview is fully qualified to provide safe and ethical care.

About This Employment Opportunity

The Manager, Inquiry and Discipline oversees the team responsible for the intake and investigation of complaints from members of the public, mandatory reports from employers and other individuals, unauthorized practice/use of title concerns, and other concerns that come to the attention of the College regarding the conduct of its registrants. Through their leadership of the Inquiry and Discipline team, the Manager ensures investigations comply with applicable legislation and College policies and standard operating procedures. The Manager oversees the day-to-day operations of the investigation process, including the prioritization and preparation of reports and case files for consideration by the Inquiry and Discipline committees.

It is essential for all College staff to contribute to a team approach with a public protection focus, delivering efficient services that align with and allow the College to meet its regulatory, strategic, and operational goals.



Supervisory and Reporting Responsibilities / Relationships

Reports to:

- Director, Inquiry and Discipline

Supervision:

- Investigator
- Coordinator, Complaints
- Intake Advisor
- Administrative Associate
- Paralegal
- Legal Assistant

Duties and Responsibilities (include but are not limited to)

- Manages the day-to-day operations of the Inquiry and Discipline program and staff, with a focus on team management and oversight of workload prioritization. Develops, implements, monitors and evaluates operational processes, policies and systems to ensure efficient operation of the Inquiry and Discipline program.
- Develops and leads the team responsible for the Inquiry and Discipline program, from receipt of a complaint or report through investigation and to disposition or citation and ensures compliance with relevant legislation (including the Health Professions Act, Health Professions and Occupations Act, associated regulations and bylaws, Declaration on the Rights of Indigenous Peoples Act (DRIPA), and the Freedom of Information and Protection of Privacy Act), bylaws and College policy.
- Ensures work is completed in accordance with standard operating procedures, and performance standards and expectations are met.
- Develops and maintains program operations, templates, process documentation and guides. Oversees the development of tools and resources for registrants, the public and other impacted parties related to the Inquiry and Discipline program.
- Oversees staff supporting the Inquiry and Discipline Committees and/or panels with preparation of agendas and materials to assist them in performing their statutory duties under relevant legislation.
- Supervises and directs staff, including by monitoring and evaluating their ongoing performance and recruiting/training as needed.
- Other duties as assigned by the Director, Inquiry and Discipline.



Qualifications and Skills

- At least three years' experience in a leadership role in health regulation or a similar field with demonstrated ability to effectively lead teams.
- Graduate degree or professional certification in Compliance, Law, or a health profession is an asset.
- Experience in licensing, legal, or regulatory investigations is an asset.
- Experience in interpreting legislative requirements and identifying and analyzing the implications on internal policies and procedures.
- Knowledge of the professions regulated by the College, professional trends, Health Professions Act and related legislation.
- Ability to manage sensitive situations with discretion.
- Excellent written and verbal communication skills.
- Demonstrated ability to manage multiple priorities, manage time and meet required deadlines.
- Sound analysis, judgment and decision-making skills.
- Collaborative spirit with a passion for fostering regulatory excellence.

An individual who meets either the established formal qualification or the accepted equivalency can be considered equally for this role.

Compensation and Perks

The compensation for this position ranges from \$117,000 – \$130,000 annually, based on a 37.5-hour work week. The starting salary will be determined by factors such as the candidate's job-related knowledge, skills, experience, the salaries of peers within the same range, market conditions, and other relevant considerations.

CCHPBC offers a competitive compensation package, including health, dental and vision benefits, employee assistance program, Municipal Pension Plan, and paid time-off package. Other perks include flexible hybrid work arrangement (with required in-office days), professional development opportunities, and office closures for the 11 statutory holidays in B.C., as well as Easter Monday and Boxing Day.

Application Process

If you are interested in joining our team, **please submit your resume and cover letter on our careers portal on our website, www.cchpbc.ca/about/#careers by October 24, 2025.** This position will remain open until filled, but priority will be given to applications received by the deadline. References, education and credential verifications, and a criminal record



check may be required for final candidates. Internal applicants will need to submit an application with the HR team by October 10, 2025.

Preference will be given to local candidates. Please note that this position is only open to candidates authorized to work in Canada, and relocation assistance will not be provided.

The College provides accommodations for applicants with disabilities throughout the selection process. If you require accommodation, please inform us when contacted for an interview or assessment. All accommodation information will be kept confidential.

We appreciate all applications; however, only those selected for an interview will be contacted.