



College of Speech and
Hearing Health Professionals
of British Columbia

STAFF OPPORTUNITY

Program Assistant, Registration & Certification

ABOUT THE COLLEGE

Located on the traditional, ancestral, and unceded lands of the $x^w m \theta k^w \text{ə} \dot{y} \text{ ə} m$ (Musqueam), $S_k w x w \acute{u} 7 m e s h$ (Squamish), and $s \acute{e} l i l w \acute{e} t \acute{a} \text{ł}$ (Tsleil-Waututh), the College of Speech and Hearing Health Professionals of BC (CSHBC) regulates three professions and approximately 2,000 registrants (audiologists, hearing instrument practitioners, and speech-language pathologists) in the public interest under the *Health Professions Act* and related regulations, as well as the bylaws and policies of the College. The College's statutory mandate is to protect the public's right to safe, competent, and ethical speech and hearing health care services in British Columbia.

To fulfill its mandate, the College sets registration standards for entry-to-practice licensure as well as higher-risk certification; ensures professional and ethical standards are maintained through enforcement of the College's quality assurance program; investigates complaints alleging professional misconduct; and where necessary takes disciplinary action where a registrant fails to comply with professional and/or ethical standards of practice.

As a not-for-profit public body, the College is funded entirely by licensing fees. The Board of the College is comprised of eight elected professionals and four public representatives appointed by the Government of British Columbia.

POSITION SUMMARY

Reporting to the Director, Registration & Certification, and the Deputy Registrar, the Program Assistant, Registration & Certification, is responsible for providing administrative support to the College's processes for granting licensure to practice the three professions regulated by the College. This frontline position is based in Vancouver and tasked with a wide variety of administrative functions within the unit, ensuring smooth office administration.

The successful candidate will have very strong attention to detail, be organized, and have experience working with Client Relationship Management Systems (CRMs).

RELATIONSHIPS

The Program Assistant, Registration & Certification, interacts with all staff, Registration Committee members, applicants, registrants, and members of the public in relation to the College's licensing functions. The Program Assistant is privy to sensitive and confidential issues that can have a significant impact on the



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College. The incumbent works independently and under direction to organize workflow and ensure the delivery of efficient, effective, timely, and complete registration, certification, and administrative support.

- Registrar & CEO
- Deputy Registrar
- Director, Registration & Certification
- Program Coordinator, Registration & Certification
- Other CSHBC staff
- Registration Committee
- Applicants
- Registrants
- Members of the general public
- Other health professional regulators
- Contract communications, information technology, and web support consultants
- Other key stakeholders, including vendors

SPECIFIC ACCOUNTABILITIES & DELIVERABLES

CORPORATE COMMUNICATIONS

- Manages incoming email enquiries through the College's enquiries and registration email addresses, responding to routine questions or notifying relevant staff of questions/comments that require further attention.
- Answers incoming telephone calls and voice mail messages, ensuring timely, effective, and respectful responses to basic enquiries.
- Distributes electronic mailings/notices to registrants.
- Receives College visitors in a helpful and professional manner.

REGISTRATION & CERTIFICATION

- Supports the Director and Program Coordinator, and the licensing functions of the College, by performing a variety of application, registration, and certification tasks as assigned, including processing applications for registration and certification and administration of written and practical examination processes.
- Provides support to potential applicants in completing their applications to ensure applications are complete.
- Provides CRM system support (College website, portals, CSHBC Public Register), including maintaining confidential files and documents, and data entry of applicant/registrant information.
- Coordinates and supports registrant registration and certification renewal and registration classification status changes.
- Processes criminal record checks for applicants, coordinating and managing criminal record re-checks for registrants.
- As directed by the Director, manages Registration Committee meeting documentation for access and review by Committee members.



- Supports the Director and team on all registration- and certification-related aspects of the College's CRM system.
- Refers questions to the Director, the Program Coordinator, the Deputy Registrar, and the Registrar & CEO as appropriate.
- The Program Assistant, Registration & Certification, contributes to a team approach with a public protection focus, delivering efficient and effective legal services that align with and allow the College to meet its regulatory, strategic, and operational goals.

SELECTION CRITERIA

REQUIRED KNOWLEDGE & EXPERIENCE

- Ability to follow direction and work collaboratively and independently with committees and a cohesive staff team.
- Ability to prioritize and self-direct a daily workload including juggling simultaneous priorities.
- Ability to consistently meet deadlines and complete projects.
- Ability to work with confidential information.
- Task-oriented, with an emphasis on an attention to detail, accuracy.
- Excellent verbal, written, and interpersonal communication skills.
- Excellent organizational and time management skills.
- Superior knowledge and understanding of software applications and systems, including Outlook and the MS Office suite (MS Word, Excel, SharePoint).

PREFERRED KNOWLEDGE & EXPERIENCE

- Post-secondary education (degree or diploma)
- 3-5 years progressive experience in office administration.
- Experience working in professional regulation.
- Experience with boards and committees operating within a not-for-profit environment.
- Ability to foster an open and collaborative working environment.
- Comfortable with multi-tasking and working with minimal direction.
- Working knowledge and experience in CRM systems, database management, email merges, internet searches, and minute taking.

COMPENSATION & LOCATION

- Permanent, full-time position
- Based in downtown Vancouver, British Columbia
- Hybrid work – combination of in office and remote
- Compensation range -- \$55,000-\$60,000, commensurate with experience and qualifications
- Competitive annual leave, medical leave, extended benefits, and Municipal Pension Plan (MPP) package.
- If you are interested in joining our team, please email a cover letter and resume to the Director, Registration & Certification at Gigi.Tsui@cshbc.ca.
- Applications will be accepted on a rolling basis until the position is filled -- *please note, only successful candidates will be contacted.*



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DIVERSITY, EQUITY, & INCLUSION

- The College is committed to a culture of diversity, equity, and inclusion. CSHBC continuously seeks to learn and grow as part of our cultural safety and humility journey. We welcome all applications and strive to have a diverse team that shares the College values and focus.

PREPARED BY

NAME: Cameron Cowper	DATE: September 21, 2022
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POSITION INFORMATION

STAFF CATEGORY: Permanent full-time	FULL-TIME EQUIVALENT: 1.0 FTE
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EMPLOYEE SIGN OFF

NAME:	SIGNATURE:	DATE:
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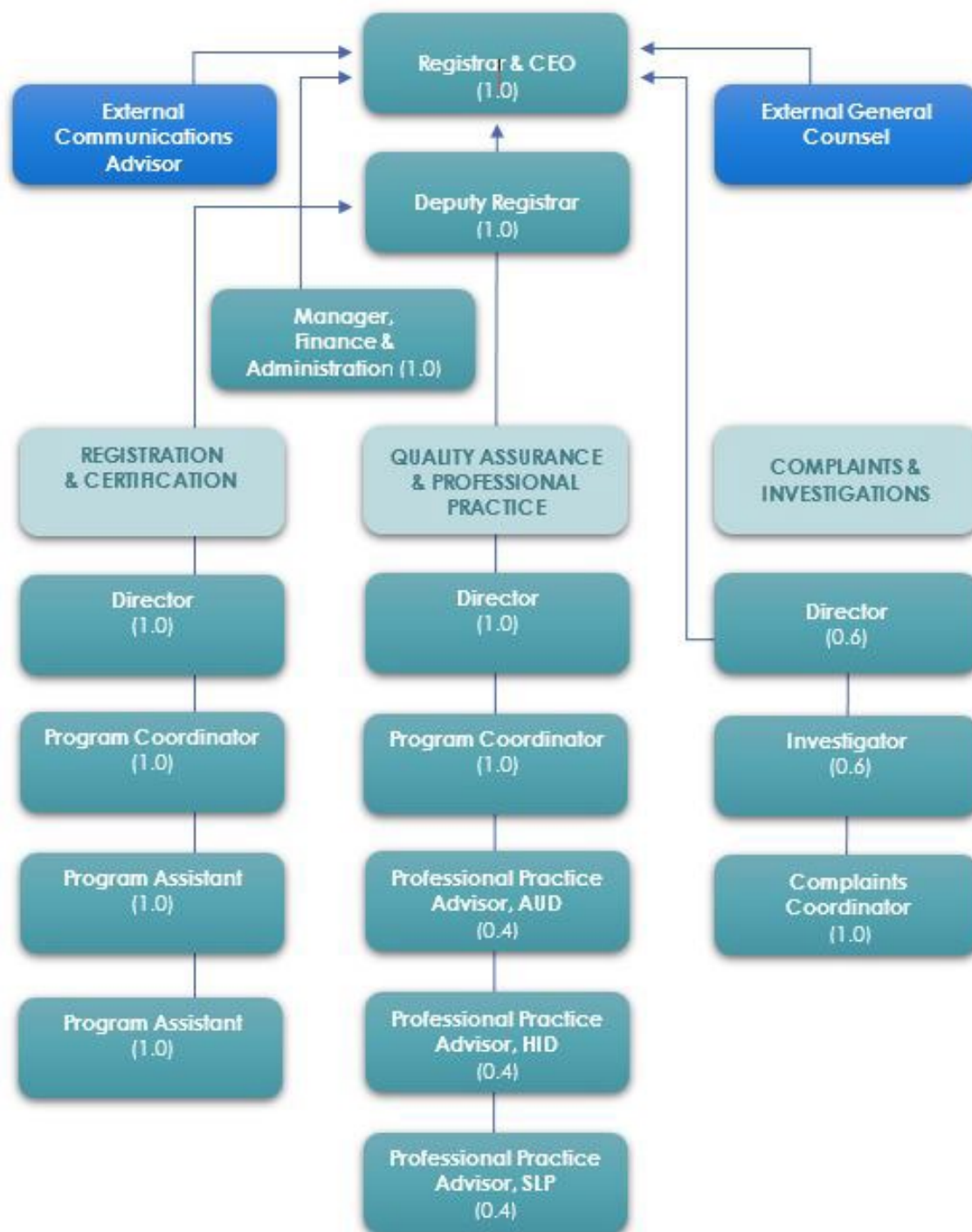


COMPETENCIES

- **Communicating Effectively** involves good presentation skills (verbal and written), careful listening, and problem framing.
- **Service Orientation** implies a desire to identify and serve clients, who may include the public, registrants, co-workers, and other stakeholder organizations. It means focusing one's efforts on discovering and meeting the needs of the client.
- **Teamwork and Cooperation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Initiative** involves identifying a problem, obstacle or opportunity and taking appropriate action to address current or future problems or opportunities. As such, initiative can be seen in the context of proactively doing things and not simply thinking about future actions.
- **Listening, Understanding, and Responding** is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others. People who demonstrate high levels of this competency show a deep and complex understanding of others.
- **Improving Operations** is the ability and motivation to apply one's knowledge and experience for improving upon current modes of operation within the unit. This behaviour ranges from adapting widely used approaches to development of entirely new value-added solutions.
- **Planning, Organizing, and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.
- **Concern for Order** reflects an underlying drive to reduce uncertainty in the surrounding environment. It is expressed as monitoring and checking work or information, insisting on clarity of roles and functions, etc.



STAFF ORGANIZATIONAL CHART





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BOARD & COMMITTEE FRAMEWORK

