



Coordinator, Complaints

Job Description

Provide support to the Complaints Committee regarding the complaints process at the College.

Duties and Responsibilities

MAJOR RESPONSIBILITY AREAS:

Program Maintenance and Development - includes:

- providing ongoing support for the Chair of Complaints, not limited to:

- a) drafting agendas and compiling meeting packages
- b) compiling information for the Complaints Committee
- c) attending meetings of the Complaints committee
- d) drafting correspondence for the Chair's signature, such as:
 - i. Notice of investigation
 - ii. Request for investigation
 - iii. Letters of decision
 - iv. Letters of delay
 - v. Letters of censure

- establishing or revising, the existing database to compile the complaints data

-maintaining a filing/tracking system to ensure proper complaints record keeping by CPM

Other Duties – includes:

- completing any other tasks that may arise in the implementation and ongoing maintenance of the complaints process.

EDUCATION AND EXPERIENCE:

- Physiotherapist in good standing with CPM or eligible for registration
- Minimum of a three (3) year undergraduate degree in physiotherapy, or two (2) year Masters degree in Physiotherapy
- Minimum of five (5) years with the following types of experience or skills:
 - time management
 - organization
 - team delegation
 - computer programs such as Microsoft Word, Excel, Power Point and Databases
 - experience dealing with the public
 - conflict management
 - clinical practice

The following additional knowledge and skills are also required:

-Critical-thinking, decision-making, communication skills (written and verbal), ability to educate adults, assessment skills and attention to detail

Other:

- commitment to lifelong learning, the policies and the principles of the College
- Excellent English communication skills
- French language skills are an asset

REPORTING RELATIONSHIPS:

- the Complaints Co-ordinator reports directly to the Registrar and the Chair of Complaints

ENVIRONMENTAL CONSIDERATIONS:

- None

CONDITIONS OF EMPLOYMENT:

The successful applicant must:

- have a car and valid driver's license,
- be able to travel in Manitoba as well as outside of the province,
- have a secure laptop
- be able to work days or evenings and weekends, as required

Other details regarding the position are as follows:

The successful candidate will be on a one year contract to the College. The following will be determined mutually with the candidate:

- Part-time: Days/hours
- Remuneration.

The successful candidate would be expected to attend the AGM.

It is foreseen that this will be an ongoing position with the potential for growth.

- Start date: May 2016

Please submit your resume and cover letter to:

Brenda McKechnie, Registrar/Executive Director
College of Physiotherapist of Manitoba
1465A Pembina Hwy
Winnipeg, MB
Phone: (204) – 287-8502
Fax: (204) 474-2506

Closing Date: April 6th 2016