



## Job Posting

<b>Job Title:</b>	Executive Director, Strategy, Quality Improvement and Performance
<b>Department:</b>	Quality Improvement
<b>Status:</b>	Full-time; Permanent
<b>Location:</b>	Vancouver, BC; Hybrid
<b>Salary:</b>	\$138,900 - \$185,300

### 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), Sḵwx̱wú7mesh (Squamish), and səliilwətał (Tsleil-Waututh) Nations. The College regulates over 10,000 health professionals across British Columbia, including chiropractors, massage therapists, naturopathic physicians, and traditional Chinese medicine practitioners and acupuncturists.

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 College is seeking an individual with an outstanding strategy quality improvement (QI) mindset including change management, project management, and leadership skills who thrives in a collaborative and transparent team to take on the new role of Executive Director, Strategy, Quality Improvement Strategy and Performance.

Reporting to the Registrar & CEO, and working closely with CCHPBC executive and leadership team, invested parties, and contractors, the Executive Director will be responsible for creating and implementing the CCHPBC's priorities, QI vision and strategy by cultivating a culture of quality and process improvement that engages staff at all levels and in all departments, ensuring the efficient and effective operation of a complex organization.



The position is responsible for leading quality improvement initiatives, indicator and measurement, and maintaining risk management functions.

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.

## Duties and Responsibilities (include but are not limited to)

- Develop, oversee and maintain quality improvement initiatives, models, practices for CCHPBC.
- Develops and implements recommendations for organizational structure, resources and processes for CCHPBC's quality and process improvement plan to drive an integrated and aligned approach to quality improvement across the entire organisation.
- Design and develop quality and process improvement procedure, protocols and documentation for all programs and support functions.
- Coordinate the quality and process improvement plan, which defines overarching short-term and long-term quality improvement goals and assigns responsibility for different elements and tasks required by the quality and process improvement Plan.
- Implementation of an annual evaluation of the quality and process improvement Plan.
- Provide leadership on the identification of strategic and operational priorities
- Provide support to the CEO and Board of Directors on strategic planning and implementation
- Lead and guide the implementation of strategic and operational priorities throughout the organization, building capacity and knowledge throughout the organization
- Develop and implement indicators and measurement for key priorities, including measurement of regulatory functions
- Align priorities with the appropriate regulation, legislation and regulatory requirements
- Monitoring of data and analysis related to the licensee register (CRM) and related business processes

## Qualifications and Skills

- Master's degree in business, public administration, or related field, with 5 years of relevant experience (or equivalent education and experience).



- At least 10 years' experience in a senior leadership role in a health related or regulatory field, quality improvement or process improvement; project management experience and certification (PMP, PRINCE2) would be an asset.
- Change management leadership
- Mastery of performance improvement, safety and change management methodologies and tools (e.g. RCA, FMEA, PDSA).
- Experience managing projects, including how to lead and implement projects.
- Proven ability to develop, lead, manage, coordinate and drive cross-functional teams to successful project outcomes.
- Strong written, verbal, and interpersonal communication skills, with proven ability to liaise effectively across departments.
- Proficient in Microsoft Office Suite (Access, Excel, OneNote, Outlook, PowerPoint, Publisher, Word, Teams) and project management software.
- Strong problem-solving, analytical, and decision-making skills.
- Able to perform high level conceptual analysis, formulate plans and implement.
- Ability to prioritize and manage deadlines.
- Emotional intelligence, with the ability to manage emotions and maintain fairness and objectivity.
- Detail-oriented with a strong drive for accuracy, capable of delivering results under pressure.
- Understanding of public sector/healthcare regulation and compliance is an asset.

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

## Compensation and Perks

The compensation for this position ranges from \$138,900 to \$185,3000 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 and dental benefits, employee assistance program, Municipal Pension Plan, and paid time-off package. Other perks include flexible hybrid work arrangement, 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 to [careers@cchpbc.ca](mailto:careers@cchpbc.ca) by September 23, 2024**. This position will remain open until filled, but priority will be given to applications received by the deadline. Please use “Job Application – JOB TITLE – (Your Name)” as the subject line of your email. References, education and credential verifications, and a criminal record check may be required for final candidates.

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.