



NON-CONTRACT ROLE DESCRIPTION

JD2259

ROLE TITLE:	Consultant, Risk Management and Adult Guardianship	ROLE DESCRIPTION NO.:	00169
DEPARTMENT:	Risk Management and Adult Guardianship	HEABC REFERENCE NO.:	1872065
REPORTING TO:	Manager, Clinical Risk and Adult Guardianship	HSCIS CODE:	03099
CLASSIFICATION:	NCEM/Range 8A	JOB CODE:	03099P

ROLE SUMMARY

In accordance with the Vision, Purpose and Values and strategic direction of Island Health, patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Manager, Clinical Risk and Adult Guardianship, the Consultant, Risk Management and Adult Guardianship identifies and analyzes liability exposures and reputational and operational risks for Island Health departments and programs. The Consultant interprets and applies Island Health policies and provincial legislation and provides risk management and mitigation advice to management and front line staff. The Consultant functions both independently and in collaboration with the inter-professional team and other stakeholders in planning, implementation and/or coordination for the delivery of care to vulnerable adults. Other responsibilities of this position include case managing litigation files, working collaboratively with other departments and programs to address complex issues and identifying opportunities for improvement and risk mitigation throughout the organization.

DUTIES AND RESPONSIBILITIES:

1. Identifies high risk situations that could lead to liability exposures or reputational risk and alerts management and involves appropriate resources as needed.
2. Assesses potential for legal action or loss exposure for Island Health assets or reputation.
3. Assists external lawyers and adjusters to gather information required to defend legal action against Island Health.
4. Advises and supports Island Health employees named in lawsuits and/or Human Rights complaints.
5. Provides consultation to primary care providers, community groups and other service providers.
6. Develops and presents education materials as required.
7. Negotiates information to be shared between departments or other public agencies (eg: police, Crown).
8. Develops and monitors relevant policies and procedures with input from internal and external stakeholders.
9. Collaborates with internal and external stakeholders in the development, implementation and evaluation of programs, guidelines, and services in the support of vulnerable or incapable adults by sharing knowledge and incorporating current research findings.
10. Investigates compensation claims on merits and liability by reviewing documentation, interviewing staff, reviewing processes and determining and recommending payment to clients for uninsured losses under \$10,000.
11. Keeps abreast of current research, theory and practices in applicable areas.
12. Represents Island Health in liaising with external agencies such as Police and RCMP, MLA offices, the Office of the Ombudsperson, the Public Guardian and Trustee, the College of Physicians and Surgeons and the BC College of Nurses and Midwives.

13. Performs other duties as required.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a Bachelor's degree in a relevant discipline and minimum of five (5) years related work experience in a complex organization that uses risk management techniques.

Canadian Certificate in Risk Management (CRM), practicing registration with a relevant health professional association, experience in a health care setting or dealing with vulnerable populations, understanding of the insurance industry, conflict resolution skills and experience in project management are assets in this position.

Skills And Abilities

- Demonstrated ability to work collaboratively in a team environment.
- Demonstrated experience interpreting and applying legal documents, legislation and/or Island Health policies and procedures.
- Demonstrated knowledge of risk management principles and practices.
- Demonstrated ability to exercise judgment and sensitivity when working with complex, confidential and sensitive issues.
- Demonstrated experience in developing and delivering education sessions.
- Advanced analytical and critical thinking skills.
- Demonstrated ability to set priorities and address multiple challenging, possibly emotionally charged issues under tight timelines.
- Demonstrated skills and abilities in risk analysis, problem resolution, negotiation and mediation.
- Advanced oral and written communication skills and the ability to affect change through working with others.
- Ability to liaise and work cooperatively with other Island Health programs and external agencies and stakeholders.
- Good understanding of BC's justice system.
- Ability to participate in and facilitate inter-disciplinary groups in a collaborative environment with competing interests.