UNION JOB DESCRIPTION

JD907

JOB TITLE:	Licensing Officer Residential Licensing Team	**JOB DESCRIPTION NO.:**	60129 / P.VI.67750.003
CLASSIFICATION:	Licensing Officer P1	**GRID/PAY LEVEL:**	H-E-P1
COLLECTIVE AGREEMENT:	Health Science Professionals	**HSCIS NO.:**	55501
UNION:	BCGEU; CUPE	**JOB/CLASS CODE:**	55501
PROGRAM/DEPARTMENT:	Public Health, Health Protection & Healthy Communities; Community Care Facilities Licensing Program	**BENCHMARKS (If Applicable):**	
REPORTING TO:	Regional Supervisor, Licensing		
FACILITY/SITE:	Various VIHA Sites		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (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 Regional Supervisor, Licensing within Island Health and working as part of an interdisciplinary team, the Licensing Officer, Residential participates in the licensing process for adult care facilities as per the applicable government Act(s) under delegated authority by the Medical Health Officer. Responsibilities include reviewing and processing applications for and amendments to adult facility licences, reviewing and approving plans of new facilities, participating in the assessment of facility staff, completing inspections of facilities and monitoring compliance. The Licensing Officer investigates complaints, serious incident reports and communicable disease outbreaks within adult facilities.

Travel is a requirement of this position. Transportation arrangements must meet the operational requirements of Island Health in accordance with the service assignment and may require the use of a personal vehicle.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Reviews and processes applications for community care facility licenses (adult) and applications for amendments to community care facility licences to ensure that the proposed operation/amendments comply with applicable government Acts and Regulations. Makes recommendations to the Supervisor, Licensing or designate on the issuing of licences to new adult and child and youth facilities and licence amendments for existing facilities.

2. Reviews and approves plans of new facilities to determine compliance with legislated requirements and to determine licence capacity.

3. Participates in assessing the staffing requirements/qualifications of staff for community care facilities including determining the eligibility/suitability of licensees and applicants for the position of Manager, completing interviews and reviewing and making recommendation on staffing requirements/qualifications, adult and child and youth programming and policies.

4. Monitors licensed adult and child and youth facilities to determine compliance with applicable Acts and Regulations, Ministry of Health and Island Health policies. Conducts inspections of facilities at various times including time of initial application, change in capacity, receipt of a complaint; reviews corrective action plans where indicated and conducts re-inspection visit to ensure compliance.

5. Reviews and assesses complaints and investigates to determine compliance with the Act and Regulations.

6. Reviews and assesses requests for local discretionary approval by the Medical Health Officer to delegated sections of the Regulations including preparing reports and conducting follow-up visits to the facility to ensure that the local approval continues to be appropriate and there is no risk to the health or safety of adults in care.

7. Notifies designated individuals of serious infractions of licensing regulations.

8. Participates and provides evidence at hearings; e.g. administrative hearings.

9. Organizes and plans a program of monitoring standards of health, safety and care requirements in licensed adult and child and youth facilities.

10. Assists facility management and staff with interpretation of legislation and policies, to support resolution of operational and programming deficiencies to improve the quality of care provided.

11. Documents information manually and/or electronically including writing reports and making recommendations for action on community care facility licences.

12. Performs a variety of duties related to the investigation of complaints, serious incident reports and communicable disease outbreaks through methods such as:

- Investigating complaints that a facility is not being operated according to applicable Acts and Regulations;
- Investigating complaints of alleged abuse or neglect;
- Interviewing individuals involved in a complaint including resident, family and facility staff;
- Reviewing and investigating reportable incident reports;
- Assisting with the investigation of communicable disease outbreaks;
- Directing complaints to other Island Health staff or external individuals, where applicable;
- Preparing presentation of investigation summary to determine findings, and generate reports including results of investigation and recommendations.

13. Provides a variety of consultative services including providing information, guidance and consultation to licensees, facility staff and others regarding the licensing process, applicable legislation and the requirements for various categories of care and providing and/or coordinating in-service education for facility staff.

14. Contributes to the planning, development and evaluation of the Residential Care Licensing program through methods such as participating in a variety of committees including accreditation, working groups and staff meetings.

15. Contributes to the practicum experience of students in public health, licensing, environmental health and other students by performing duties such as providing supervision, and guidance to students and providing feedback on performance.

16. Maintains and updates knowledge in health, safety and care issues through methods such as reviewing literature, communication with other professionals and attendance at relevant education programs as requested and approved in order to contribute to the continuing improvement of the service provided.

17. Participates in continuous quality improvement/quality assurance activities through methods such as evaluation and measurement of outcomes of programs/care, follow-up of unusual occurrences, identification and participation in research studies and contribution to the identification of new policies and best practices for the profession and the organization.

18. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

- A University Degree in a related discipline.
- A minimum of two (2) years' of recent, related experience such as working in a community care facility where a knowledge of residential community care facility operational issues has been acquired.

- A Valid BC Driver's Licence.
- An equivalent combination of education, training and experience may be considered.

Skills And Abilities

- Ability to communicate effectively verbally and in writing.
- Ability to work independently, organize workload and establish priorities.
- Ability to exercise critical thinking, decision-making and problem solving.
- Ability to work effectively as part of an inter-disciplinary team.
- Ability to establish relationships with internal and external contacts.
- Ability to deal with others effectively.
- Ability to operate related equipment including word processing equipment.
- Ability to teach and conduct presentations.
- Knowledge of and ability to implement problem-solving processes.
- Ability to demonstrate sound professional judgement, empathy, tact and integrity.
- Ability to work with media such as print, television and radio.
- Physical ability to perform the duties of the position.
- Ability to secure facts through investigation and inspection and gather evidence. Ability to prepare concise and accurate written reports.
- Ability to enforce regulatory provisions with tact and firmness.
- Ability to read and examine floor plans.
- Ability to interpret and explain applicable acts and regulations.