

Regulatory Compliance Advisor

Position Description

Position Summary

The Regulatory Compliance Advisor is responsible for providing regulatory support to registrants, the public, and other stakeholders by answering questions and interpreting requirements and legislation based on direction or guidelines. This position will also support the Education and Practice Director in the development of policies and guidelines, host workshops and presentations on registration and renewal processes and the standards, codes, guidelines, and policies in use by the College. Under the guidance of the Education and Practice Director, this position contributes content for the College's website.

All position duties must be performed in conjunction with the College's mandate to serve and protect the public interest.

Key Responsibilities

The key responsibilities describe the general nature and level of work being performed by the person in this role. They are not intended to be an exhaustive list.

PROVIDES REGULATORY SUPPORT

- Provides regulatory guidance to registrants, the public and other stakeholders (for example, direct them to applicable practice standards and guidelines, relevant frequently asked questions, learning modules, and other resources that explain how specific standards are applied, help guide registrant decision-making and understanding their accountabilities, interpret requirements and legislation).
- Assists with the development of Standards of Practice, Code of Ethics, guidelines, policies, learning modules and other practice resources.
- Consults with registrants, employers, other health care providers and stakeholders on regulatory professional practice issues.
- Hosts workshops and presentations for students and registrants, and other groups, on registration processes and requirements, Standards of Practice, Code of Ethics, guidelines, policies, and the Continuing Competence Program (CCP).
- Monitors trends and performs environmental scans in regulatory practice (for example, evidence-informed best practices used by other regulators).
- Participates in the review, improvement, and enhancement of the CCP.
- Assists with the CCP audit process, including reviewing submissions, preparing Competence Committee calibration activities and documentation for participation in the audit, and supporting the ongoing communication to registrants to assess and identify regulatory professional practice gaps and to assist in meeting CCP requirements.

- Supports the use of data and analytics specific to the CCP through pulling data and looking for trends and brainstorming to proactively address areas of concern or gaps in competence etc. and investigating ways to integrate artificial intelligence for CCP audit and program evaluation.
- Assists registrants with annual registration renewal by answering questions and directing them to applicable information on the College's website.

CONTRIBUTES CONTENT FOR WEBSITE

- Contributes to content (for example, FAQs, articles, postings) for the website.

PORTAL AND LEARNING MANAGEMENT SYSTEM (LMS) SUPPORT

- Provides portal (database) and learning management system support.
 - Assists registrants with data entry and access to permits and certificates.
 - Reports system issues to Education and Practice Director.
 - Enters data and information into the database.

SPECIAL PROJECTS

- Contributes to special projects and initiatives of the College.
- Participates with external committees and working groups to support regulatory and College work.

Reporting Relationships

This position reports to the Education and Practice Director.

This position does not provide supervision or formal leadership to any positions.

Knowledge, Skills, Abilities, and Behaviours

These are required in the position:

- Post-secondary education in dental assisting or related field, current dental assisting registration in good standing with the College or eligibility for registration with the College, and seven years of recent dental assisting clinical practice.
- Self-confidence, and ability to interact courteously and professionally.
- Highly collaborative and adaptable.
- Ability to manage multiple, and sometimes conflicting, priorities, while maintaining attention to detail and meeting deadlines.
- Comprehensive knowledge of dental assisting practice in a variety of settings and of professional practice issues.
- Knowledge and understanding of the regulatory framework and relevant legislation and regulations.
- Strong communication and interpersonal skills.
- Proficient public speaking abilities.
- Ability to deal with ambiguity and anticipate the impact of changes in practice.
- Ability to assess professional practice issues within context (considering every scenario is different) and to support others, such as dental assistants, employers, with applying Standards of Practices.
- Proven project management skills.

These are assets:

- Experience working with a diverse group of stakeholders.
- Experience working for a regulatory body.
- Experience in research and policy development and implementation.
- Post-secondary education in business or healthcare administration, or related field.

These are required of all College staff:

- Possess strong interpersonal and communication skills, including active listening and building genuine understanding.
- Demonstrate professionalism and respect of time, perspectives, and diversity.
- Ability to utilize positive and inclusive language in the workplace.
- Demonstrate a strong sense of personal accountability.
- Ability to work well independently, and to collaborate as a member of the team.
- Ability to respect privacy and maintain confidentiality.
- Desire to update knowledge, personal education, and development in relevant areas.
- Ability to proficiently speak, read, and write English.
- Ability to proficiently use technology and web-based platforms including MS Office programs.
- Demonstrate a belief in the College's mandate to regulate in the public interest and a commitment to its vision and goals.

PHYSICAL CONDITION AND CAPABILITIES

This position is primarily an indoor office job, with moderate to limited physical requirements of standing, walking, bending, and sitting, normal and customary to an office position.

WORKING ENVIRONMENT

This position works primarily in an office environment and/or remotely as required. The role routinely uses standard office equipment and remote video/teleconference platforms. Access to reliable internet from home is required for remote access.

The working environment is fast-paced and involves multitasking.