OPPORTUNITY PROFILE | Director of Regulatory Compliance
THE OPPORTUNITY

Reporting to the Registrar & CEO, the Director of Regulatory Compliance provides policy and procedure recommendations, leadership and oversight for the overall operations of regulatory services, including educational program approvals, licensure exam, registration and registration renewals, and continuing competency. The Director will perform the role of Acting Registrar & CEO in their absence as required.

The Director of Regulatory Compliance will:

• Assist the Registrar & CEO in matters dealing with quality assurance including but not limited to matters dealing with quality assurance of regulatory requirements including registration, renewal, continuing competence and professional conduct.

• Assume other project management responsibilities as delegated by the Registrar & CEO.

• Represent the College and the Registrar with provincial government staff, external agencies and organizations and on external committees upon request of the Registrar & CEO.

• Working with the Registrar & CEO and the senior management team, the Director of Regulatory Compliance will support all activities required to meet the mandate of the College to serve and protect the public interest.

• Supervise, coach and evaluate performance of direct reports.

• Provide oversight of internal operations including (but not limited too); contract management, internal policies & procedures, HR support, and budget planning/oversight.

The Director of Regulatory Compliance develops and maintains strategic and effective relationships with the appropriate stakeholders so that there will be excellence in dental hygienists for the people of Alberta at a cost justified by results. Stakeholders may include, but are not limited to, people of Alberta, registrants, health care, social, for profit and non-profit community organizations, government, educational institutions, other regulatory colleges, and dental associations.

KEY ROLES & RESPONSIBILITIES

Standards Involving Regulatory Compliance in Professional Practice and Conduct

• Provide customer service by responding to inquiries from the public and registrants of the College.

• Identify and operationalize strategic opportunities to develop common standards and practice guidelines with allied professions.

• Facilitate the research, planning, development, implementation, and evaluation of initiatives and utilize the data to enhance the operational effectiveness in the interest of public protection.

• Provide information to the Complaints Director related to professional practice standards as requested.
• Utilize risk mitigation strategies and right-touch regulation processes to improve internal regulatory initiatives.
• Provide insight of the College’s professional practice, Code of Ethics and handling matters dealing with quality assurance of regulatory requirements including registration, renewal, continuing competence and professional conduct.

Team Development
• Build and support an atmosphere of cooperation that will drive individual and team motivation and results.
• Foster a culture of respect that values diversity and inclusiveness.
• Actively support engagement in professional development.
• Attend and participate in external meetings and forums as delegated by the Registrar.
• From time to time, attend Council meetings as directed by the CEO & Registrar.

Issues Management and Resolution
• Identify and acknowledge current and emerging stakeholder issues and issues that impact dental hygiene practice in Alberta.
• Develop effective, appropriate, and proactive strategies to address and resolve issues, ensuring appropriate involvement with key stakeholder groups.

Strategic Planning
• Develop and lead the implementation of operational plans that flow from the development and help with the development of a strategic plan by providing information and support to Council as required.
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• Assist with regular evaluation and reporting on operational implementation plans for both internal staff and Council.

Environmental Scanning and Best Practices
• Promote information collection and sharing within the organization to proactively identify key issues and share best practices.
• Maintain, enhance and utilize networks of external and internal contacts. Identify trends and utilize proactive approaches for dental hygiene operational policy development, strategic planning and issue resolution.

Relationship Building, Advice and Stakeholder Consultation
• Identify and ensure appropriate involvement and communication with key stakeholder groups.
• Provide expertise/advice on stakeholder consultation approaches and promote collaborative relationships and approaches that encourage innovation, effective results, and long-term cooperation.

THE PERSON
The ideal candidate will have graduate level education in business administration, health care administration, social policy or equivalent. They will have demonstrated track record of success in a senior management capacity within a health care organization, regulatory college, and/or professional association of comparable size and complexity. Ideally the candidate will have previous clinical experience. In addition, the incumbent will have a strong background working with committees and board governed organizations. They will have a strong appreciation of working within a heavily regulated environment and be easily able to interpret and work within a provincially governed act.

In addition, the preferred candidate will:
• Be a Registered Dental Hygienist (RDH) in good standing or person eligible for registration with the CRDHA.
• Have excellent clinical knowledge, credibility and the skills to relate to registered dental hygienists in a variety of practice settings.
• Have experience in change management and policy governance.
KNOWLEDGE, SKILLS & ATTRIBUTES

Leadership Skills – Demonstrated ability to lead, coach and motivate others. Will demonstrate an open and inclusive leadership style.

Visionary – Ability to formulate and articulate a detailed vision for the organization and communicate vision and expectations.

Strategic Leadership – Ability to look at the “big picture” while still attending to details; proven success in strategic thinking and planning; ability to translate Operational Priorities into action and lead change; able to coach direct reports; a credible leader; leads by example.

Adaptability – Ability to adjust to changing environment, schedules, and priorities accordingly.

Communication Skills – Open and straightforward style with all audiences and an ability to effectively communicate with all stakeholders; candid and respectful with everyone. Possesses strong written and verbal communication skills and presentation abilities.

Team Player/Teamwork – Demonstrated success leading a team, talks openly with others, establishes expectations, holds self and others accountable, supports group decisions, shares credit, builds enthusiasm for goals, resolves conflict appropriately and is collaborative.

Problem Solving & Judgment – Ability to assess options and implications to identify problems and solutions. Ability to make decisions and provide direction on complex and emerging issues that may have political, community, or administrative implications.

COMPENSATION

A competitive compensation package will be provided including an attractive base salary and excellent benefits. Further details will be discussed in a personal interview.

FOR INFORMATION PLEASE CONTACT

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