



College of
Registered Nurses
of Manitoba

Case Manager, Professional Conduct

Reporting to the Manager of Professional Conduct, the Case Manager implements the directions and decisions of the Complaints Investigation Committee (CIC) and panels of the Inquiry Committee; receives and manages reports concerning registrant's compliance. They also monitor compliance of registered nurses through implementation of the directions and decisions of the CIC and Inquiry Panels to enforce the standards of practice and practice expectations.

Scope of this position:

- Conducts timely, fair, neutral, unbiased investigations as directed by the Complaints Investigation Committee.
- Proactively manages information in a variety of forms including, but not limited to: conducting interviews, reviewing patient health records, policies and procedures specific to the investigation.
- Writes investigation reports in a logical manner for use by the Complaints Investigation Committee and/or the Inquiry Panel.
- Proactively and efficiently manages a caseload as assigned.
- Assists with informal resolution of complaints as directed by the Complaints Investigation Committee.
- Critically analyzes, reviews and provides feedback about the investigation reports and provides feedback to other investigators.
- Monitors investigations on the assigned caseload ensuring that the investigator has the relevant investigation materials, and liaises with the registrant and the complainant/employer reporter as required through the investigation process.

Education and experience:

- Completion of a Bachelors' degree in nursing
- Minimum of 3-5 years of RN experience in a variety of settings
- Current CRNM registration as an RN
- Demonstrated skills in mediation, conflict resolution, investigation and negotiation
- Exceptional writing and communication skills
- Above average interpersonal skills and excellent listening skills
- Excellent analytical, problem-solving, decision-making and critical-thinking skills
- Ability to work at a fast pace while managing changing priorities
- Knowledge of administrative law and regulation of self-governing professions
- Knowledge of addictions; drug screening process; and pharmacology an asset
- National Certified Investigator Training certification is an asset
- Proficiency in MS Office
- Must have a professional presence

This position requires excellent organizational skills, flexibility, attention to detail, motivation to be self-directed, an ethical regard for confidentiality of information.

To apply, please submit your resume and cover letter before noon on November 20, 2023 to:

Susan Irwin, Manager of Human Resources
careers@crnm.mb.ca

**THIS POSITION IS A FULL-TIME, PERMANENT ROLE WITH A SALARY STARTING AT \$90,363.
WE ALSO OFFER A COMPETITIVE BENEFITS PACKAGE.**

We thank all who apply, but only those chosen for an interview will be contacted.