

REQUEST FOR PROPOSAL

Support Worker - Independent Contractor

Summary

The College of Physicians and Surgeons of BC (CPSBC) is seeking proposals from qualified individuals to provide independent support services in accordance with division 5 (Support Programs) of the *Health Professions and Occupations Act (HPOA)*.

The support worker will be responsible for assisting patients who have experienced sexual abuse, sexual misconduct, or discrimination from a CPSBC registrant.

Prior to a patient being assigned a support worker, they must file a regulatory complaint with CPSBC and complete an application for support services. CPSBC staff will review the application for support and make an eligibility determination. Once eligibility is confirmed and this decision is communicated to the patient, the patient can select a support worker from a list maintained by CPSBC.

CPSBC will formalize the connection between the patient and the support worker and confirm there is no conflict of interest, prior to approving funding for this service.

Scope of work

The support worker's scope of work includes:

- assisting eligible patients with support services
 - providing clarification around the documentation collected by CPSBC during the investigation of a regulatory complaint
 - supporting the patient to participate in the investigation, disciplinary proceedings, or proceedings before the Health Professions Review Board (HPRB)
 - providing information about the patient's rights and obligations under the *Ombudsperson Act*, the Patient Care Quality Review Board, the *Health Professions and Occupations Act* and the *Judicial Review Procedure Act*.
- provide copies of records that the support worker has requested from CPSBC
- at the request of the patient, accompany the patient to attend and answer questions in person or virtually
- at the request of the patient, attend any part of a proceeding that the patient is entitled to attend with them or on their behalf.
- the support worker must immediately notify CPSBC of the following:

- a conflict of interest is identified between themselves and the patient
 - Note:** CPSBC staff will attempt to confirm that a conflict does not exist prior to approving funding for the support worker services; however, support workers need to inform CPSBC if a conflict of interest is identified after service provision commences.
- the support worker is unable or unwilling to continue assisting the patient.
- when supporting a patient, give recommendations to CPSBC staff, the director of discipline or the HPRB with respect to the following:
 - how their powers can be exercised in a manner that mitigates any potential trauma to the patient arising from an adversarial process,
 - removing barriers to the patient exercising their rights,
 - fostering meaningful participation by the patient in an investigation, disciplinary proceeding or HPRB proceeding, and
 - the need to take anti-discrimination measures in the exercising of their power that affects the patient.
- if the support worker is of the opinion that their recommendations are not followed adequately, the support worker may take any of the following actions (with the patient's consent):
 - make a report to the CPSBC Board, health occupation director, the director of discipline or the HPRB
 - make an oversight complaint to the superintendent with all information and records required by the superintendent

Note: The consent of the patient is required prior to making a recommendation.

Important notes:

- The support worker will be an independent contractor and not an employee of CPSBC.
- Successful individuals must consent to having their biography, credentials and experience shared on the CPSBC website along with materials provided to eligible patients.
- While confirmation of funding is approved by CPSBC staff, the selection of the support worker is at the discretion of the patient.
- Must be available to travel to across British Columbia for proceedings with the patient or on their behalf.

Hours of service

As an independent contractor you set your own hours of work provided that you are able to adequately perform the services. CPSBC is unable to guarantee any hours related to this work.

Billing of services

In exchange for the performance of services, the support worker will invoice CPSBC monthly for assistance provided to patients and/or time required to exercise their other powers under the *HPOA*. Services will be billed to CPSBC based on the agreed hourly rate.

Skills and qualifications

Required skills and qualifications include:

- post-secondary education with training in administrative law, health-care regulation, social services or a related field or equivalent lived experience
- 5 to 7 years of experience in client support or health-care navigation, working with a diverse population, including vulnerable or marginalized groups
- lived experience and training in trauma-informed practices are a must
- familiarity with the *Health Professions and Occupations Act*, *Ombudsperson Act*, the Patient Care Quality Review Board and the *Judicial Review Procedure Act* are an asset
- knowledge and deep understanding of Indigenous issues in health care, cultural safety and humility, Indigenous specific racism, anti-racism, equity, diversity, inclusion, and a commitment to anti-discrimination principles
- excellent interpersonal and communication skills, both written and verbal, including the ability to work with discretion in preparing and handling information of a confidential or sensitive nature
- ability to exercise tact and discretion when handling sensitive and/or confidential matters
- ability to self-monitor and ensure support does not cross a threshold into the assessment and treatment of any health condition
- ability to maintain healthy boundaries with clients, CPSBC, and other system partners that may be involved

Proposal submissions

Please submit your proposals to complaints@cpsbc.ca

Your proposal should include the following:

- hourly billing rate
- resume
- professional biography
- consent to request a criminal record check

We thank all support workers for their interest; however, only those selected will be contacted. CPSBC welcomes all applicants and is dedicated to promoting a diverse, equitable and inclusive environment.