



Who We Are

With great respect, we acknowledge that the College of Pharmacists of BC (CPBC) is located on the unceded territories of the hən̓q̓əmi̓n̓əm speaking peoples – x̱wməθkwəy̓əm (Musqueam Nation), sel̓íl̓wítulh (Tsleil-Waututh Nation), and the Sḵwxwú7mesh-ulh Sníchim speaking peoples - Sḵwxwú7mesh Úxwumixw (Squamish Nation) whose historical relationships with the land continue to this day. As a health regulator, our responsibility is to protect the health and safety of individuals accessing pharmacy care by licensing and regulating pharmacists, pharmacy technicians and the pharmacies where they practice in order to ensure they deliver qualified, safe, and ethical care.

Having embarked on a collective journey with health regulators in BC towards creating safer spaces for Indigenous partnerships, CPBC is focused on developing and enabling alternative dispute resolution mechanisms to uphold the legal plurality that exists between Westernized systems and traditional Indigenous methodologies.

CPBC is committed to addressing Indigenous-specific racism and other forms of discrimination both in healthcare and within regulatory structures. We believe in integrity, transparency, and relational partnerships. As part of this team, you can expect to be treated with dignity and respect. CPBC staff contribute to a positive work-life balance and personal health and wellness through their commitment to voluntary interest committees aimed at promoting cultural safety, equity, and social and environmental initiatives.

Our Values

Accountability

- *We value the importance of our work and take responsibility for our decisions, words and actions.*

Integrity

- *We act ethically, honestly and in good faith.*

Indigenous Cultural Safety and Humility

- *We help to ensure that Indigenous Peoples have access to a culturally safe healthcare system, free from Indigenous-specific racism.*

Respect

- *We value the feelings, culture and preferences of others and recognize that they are as important as our own.*

Our Diversity, Equity and Inclusion Commitment

CPBC is committed to helping our health system become culturally safe and free from Indigenous-specific racism. As recognized in our updated Strategic Plan and the [In Plain Sight](#) report and acknowledged as a gap in our staff complement at CPBC, we are very interested in recruiting Indigenous individuals and encourage them to apply.

We are committed to fostering, cultivating, and preserving a culture of diversity, equity and inclusion. CPBC seeks to attract, retain, and develop a qualified, capable, and diverse workforce that is reflective of all our communities. We are committed to employment equity by ensuring all human resource practices comply with the provisions of the Human Rights Code, address unintentional bias and are impartial, fair and honest. CPBC also fosters a welcoming, inclusive, and respectful environment where ongoing diversity, equity and inclusion learning and training are offered; cultural and social awareness are provided; and religious observances are acknowledged.

About the Role

Based in the BC Lower Mainland, the College of Pharmacists of British Columbia (CPBC) is seeking an accomplished leader to serve as **Deputy Registrar** for its Conduct and Monitoring Division. Reporting to the Registrar/CEO, this executive position provides strategic, regulatory, and operational leadership to achieve the goals and objectives related to professional conduct review and monitoring services to advance CPBC's mandate of effective regulation in the public interest. The Deputy Registrar, Conduct and Monitoring is responsible for providing divisional direction and leadership across key areas, including strategic planning, financial stewardship, operational management, people leadership and organizational culture, partnership and external relations, truth and reconciliation, risk management, compliance, and accountability. The role ensures regulatory program objectives are delivered effectively and in alignment with legislation, CPBC bylaws, policies, and regulatory standards.

The successful candidate will bring significant leadership experience in professional regulation, healthcare, pharmacy practice, or a related field, with a demonstrated ability to lead complex programs, build collaborative relationships, and drive organizational priorities within a regulatory, professional, or government environment. A master's degree in management, administration, or a related discipline is preferred; however, equivalent senior leadership experience will be considered. Experience as a licensed health professional, engaging with media and the public, and knowledge of anti-racism, diversity, equity, inclusion, and Indigenous cultural safety practices are considered assets.

Essential Duties

Strategic Leadership and Divisional Direction

- Leads and advances Divisional strategy in alignment with CPBC's mandate, Board priorities and public protection responsibilities.
- Reports to the Registrar/CEO on activities and progress against the Divisional strategy and goals and provides advice to the Board as requested by the Registrar/CEO, including interpretation of legislation, and adjusts or re-directs strategy in accordance with changes in legislation.
- Aligns Divisional plan, priorities, and resources to enable effective regulation, operational excellence and measurable public protection outcomes.
- Embeds continuous quality improvement as a strategic discipline to strengthen organization performance and regulatory impact.
- Champions a culture of accountability, transparency, and disciplined decision-making.
- Supports the Registrar/CEO and the executive team in the leadership and management of CPBC.
- Assumes the role and responsibilities of the Deputy Registrar, Strategic Partnerships and Engagement, in the absence of the Deputy Registrar subject to any direction from, or limits or conditions imposed by, the Registrar or the Deputy Registrar, Strategic Partnerships and Engagement.

Financial Stewardship

- Oversees development of annual operating and capital budgets for the Conduct, Inquiry and Remediation, Special Investigations and Inspections and Practice Monitoring Departments
- Monitors financial performance and ensures accountability for expenditures, resource stewardship, and long-term sustainability for the Division.
- Supports long-term financial resilience and sustainability of the organization.

Operational Management

- Provides executive leadership for development and execution of strategies and oversees the implementation, operationalization, and assessment of processes, systems, and practices for the Conduct Inquiry and Remediation, Special Investigations and Inspections and Practice Monitoring departments to maximize operational efficiencies and achieve targets in accordance with the *Health Professions and Occupations Act* (HPOA) and the *Pharmacy Operations and Drug Scheduling Act* (PODSA).

Operational Management (Continued)

- Ensures efficient, effective and accountable delivery of programs, services, and regulatory processes.
- Oversees Divisional performance management systems and reporting frameworks that support informed executive and Board decision-making for Divisional responsibilities.
- Ensures appropriate internal controls, policies, and procedures are in place to support Divisional operational resilience.
- Liaises with the Chief Legal Officer and the Senior Legal Counsel, Inspections and Investigations to ensure that appropriate systems, policies, procedures, and resources are in place to support fair, timely, and legally compliant inspections, investigations, hearings, internal reviews and reconsiderations, and other related processes of CPBC.
- Ensures post-discipline follow up and monitoring for compliance with requirements, prohibitions, limits and conditions imposed by disciplinary orders.

People Leadership and Organizational Culture

- Leads, empowers and manages a high-performing senior leadership team/direct reports; provides strategic guidance in the resolution of issues; sets performance targets and measures; monitors and manages overall performance of direct reports; and takes timely corrective action where necessary.
- Promotes a respectful, inclusive, and collaborative and accountable workplace culture.
- Oversees talent management, succession planning and workforce development to support Divisional organizational capacity and continuity.
- Advances employee engagement, well-being and performance excellence through visible, values-based leadership.
- Promotes and supports organizational change by effectively communicating CPBC's mandate and strategy, enabling employees to understand their roles in achieving organizational objectives

Partnership and External Relations

- Develops and represents CPBC with credibility and influence in partner relations with regulatory bodies, federal and provincial government and agencies, and other health-system partners as required.
- Participates on internal and external committees as required to support the mandate and strategic direction of the College within Divisional responsibilities.
- Liaises, influences, and consults with colleagues at the provincial and national level to enhance knowledge sharing, issues identification, problem resolution, monitoring trends, innovation and improvement and identification of partnership opportunities.

Truth and Reconciliation

- Demonstrates visible executive commitment to Truth and Reconciliation with Indigenous Peoples.
- Champions an organizational culture within CPBC that advances learning and unlearning, respect, accountability and meaningful action towards reconciliation.
- Understands and supports implementation of principles of the UN Declaration of the Rights of Indigenous Peoples within CPBC's mandate and operations.

Risk Management, Compliance and Accountability

- Accountable for risk identification, mitigation, and quality assurance within the Division, including establishing risk appetite and developing and overseeing mitigation strategies.
- Ensures readiness for audits, reviews, and external accountability requirements through disciplined governance and operational practices.
- Promotes ethical conduct, transparency, and regulatory integrity as foundational expectations across the Division.

Qualifications, Skills and Knowledge

- At least 10 years of progressively responsible experience as a senior leader in professional pharmacy practice, health or professional regulation or a related field.
- Masters degree in management, administration, or a related health discipline (bachelor's degree plus equivalent experience may be considered), or Bachelor of Laws or Juris Doctor degree.
- Experience as a licensed pharmacist or a licensed health professional is an asset.
- Experience in communicating through the media to the general public is an asset.
- Experience working in a regulatory, professional and/or government organization.
- Anti-racism and/or diversity, equity and inclusion training or equivalent self-directed training is required.
- Indigenous Cultural Safety training or equivalent self-directed training is required.
- Demonstrated experience in conducting, overseeing, and managing investigations into compliance, legal or regulatory matters.
- Knowledge of applicable legislation including but not limited to the following is an asset: *Health Professions and Occupations Act, Pharmacy Operations and Drug Scheduling Act, Declaration on the Rights of Indigenous Peoples Act, Freedom of Information and Protection of Privacy Act, Criminal Records Review Act, Administrative Tribunals Act, Human Rights Code, and Criminal Code.*
- Demonstrated experience in evolving regulatory practices as they relate to investigation, discipline and monitoring of professional practice and (pharmacy) business licensure.
- Knowledge of the healthcare system, pharmacy legislation, ethics, and standards of practice.
- Knowledge of national healthcare legislation, regulations and trends an asset.
- Knowledge of Canadian colonial impacts on Indigenous people in social and health contexts, including social, economic, political, and historical realities impacting Indigenous communities and knowledge of Indigenous-specific anti-racism and accompanying reports (e.g. The Truth and Reconciliation Commission's 94 Calls to Action (2015) and the In Plain Sight Report (2020)) is an asset.
- Ability to model and support team commitment to cultural safety and Indigenous specific anti-racism in the healthcare system.
- Ability to demonstrate humility and lead with empathy, authenticity and integrity.
- Demonstrated ability for implementing strategy and achieving operational outcomes.
- Demonstrated leadership ability and excellent interpersonal skills.
- Proven management skills within a professional environment which has both unionized and non-union (excluded) staff an asset.
- Demonstrated evidence of systems thinking and application.
- High level of critical and logical thinking, analysis and/or reasoning to identify underlying principles, reasons or facts.
- Excellent verbal and written communication skills and the ability to communicate effectively with individuals at all levels of the organization.
- Strong presentation, facilitation and negotiation skills.
- Working-level knowledge of Microsoft Office.

Leadership Competencies

- Mobilize People – ability to be approachable and actively listen; ability to collaborate in a complex environment with multiple partners; high level of emotional intelligence with an ability to be understanding and manage own emotions.
- Uphold Integrity and Respect – high level of integrity, diplomacy and discretion when working with confidential and/or sensitive information; ability to be objective and act fairly.
- Collaborate with Partners – ability to maintain tact when dealing with a diverse group of people with different personalities; strong partner engagement abilities; ability to build and maintain effective working relationships with all partners; high level of situational awareness; ability to build a high performing team.
- Promote Innovation and Guide Change – commitment to continual learning and a drive to innovate and improve; proficient ability to be intellectually thoughtful in creating solutions.
- Achieve Results – ability to deliver results under pressure; proficient ability to decisively and comfortably make difficult decisions; ability to use a commonsense approach and demonstrate sound judgement.
- Communicate Effectively – proficient ability to communicate accurate information in a timely manner, conduct strong written/verbal communication that is clear and understandable using a respectful tone and remains pleasant and calm during all interactions; demonstrated proficiency in delivering presentations.

Salary and Benefits

The salary range for this position is \$178K to \$205K annually based on a 37.5-hour work week. The starting salary will be determined based on factors such as the successful candidate's job-related knowledge, skills, experience; salaries of other employees in the same salary range; market conditions and other relevant factors.

CPBC provides a competitive compensation; an attractive paid time off package that gives annual vacation, personal days, and additional days off during the year-end office closure; and extended benefits that include healthcare and a defined benefit plan with the Municipal Pension Plan. We have a flexible work environment that includes a hybrid work model with an assigned schedule. We offer opportunities for personal and professional growth; provide flexibility; strive for work-life balance; and provide an excellent and dynamic work environment where innovation, teamwork and creativity are highly valued.

How to Apply

CPBC offers accommodation for applicants with disabilities to take part in the selection process. Please let us know if an accommodation is required when you are contacted about an interview and/or assessment. All information in relation to accommodation is kept confidential.

Please submit a cover letter and resume to hr@bcpharmacists.org by end of day **Tuesday, September 8, 2026**. This opportunity will remain posted until filled; however, priority consideration will be given to those who apply by the deadline. References, education and professional credential verifications, and a criminal record check may be required for all final candidates.

**Please note that only applicants selected for an interview will be contacted.*