



### Who We Are

With great respect, we acknowledge that the College of Pharmacists of BC (CPBC) is located on the unceded territories of the hən̓q̓əmi̓nəm̓ speaking peoples – x̱w̱məθkʷəy̱əm (Musqueam Nation), sel̓il̓w̱itulh (Tsleil-Waututh Nation), and the Sḵwx̱wú7mesh-ulh Sníchim speaking peoples - Sḵwx̱wú7mesh 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, CPBC is seeking to hire an individual with strong pharmacy practice and regulatory experience to take on the permanent full-time role of **Quality Assurance Lead**. Reporting to the Director of Quality Assurance, the successful candidate will contribute to the design, development, and enhancement of the CPBC's mandatory Quality Assurance (QA) Program. The Quality Assurance Lead will apply evidence-based assessment design, regulatory expertise, and a risk-based approach to support licensee competency and the delivery of safe, ethical care.

The Quality Assurance Lead is responsible for supporting the development and continuous improvement of QA processes, tools, and program frameworks, while ensuring alignment with legislative requirements, professional standards, and the CPBC's strategic objectives. This role will also collaborate with internal teams and external partners to ensure the QA Program remains responsive, consistent, and effective across diverse pharmacy practice settings.

## Key Responsibilities

- Provide informed contributions to the design, development, piloting, and evaluating of QA tools (e.g., self-assessment, practice-based reviews, learning module development) aligned with CPBC QA requirements, *Health Professions and Occupations Act (HPOA)* Bylaws and practice standards.
- Collaborate with Indigenous partners for guidance to integrate Indigenous cultural safety, cultural humility, and anti-racism principles into QA program tools and processes, ensuring alignment with HPOA requirements.
- Apply psychometric and assessment design principles (validity, reliability, fairness) to ensure tools are fit for regulatory purpose across all BC pharmacy practice settings.
- Support and facilitate advisory committees and/or working groups established for the development and implementation of QA processes as appropriate.
- Contribute to ongoing development, implementation, and evaluation of QA Program policies, assessment frameworks, and processes under HPOA Bylaws.
- Contribute thought leadership in QA assessor training and development. Plan and conduct QA assessments as needed using defined methods.
- Support verification of licensee QA activity records and identify trends in assessment outcomes that signal competency or client safety risks.
- Prepare briefings, program performance analyses, and data-informed recommendations for program improvement.
- Develop and deliver webinars, guidance materials, and online resources supporting licensee engagement with QA Program requirements.
- Provide support to licensees on QA Program processes, expectations, and outcomes; respond to inquiries with accuracy and professionalism.
- Represent CPBC in inter-jurisdictional pharmacy QA working groups; maintain relationships with pharmacy/health regulatory authorities, educational institutions, and Ministry partners.
- Contribute to HPOA implementation projects, practice standard modernization, and strategic CPBC priorities as directed.

## Qualifications, Skills and Knowledge

- Registered pharmacist in good standing with over 7 years of pharmacy practice experience.
- Demonstrated commitment to Indigenous cultural safety (ICS), cultural humility, and anti-racism consistent with CPBC's ICS Practice Standard.
- Advanced knowledge of pharmacy legislation, Code of Ethics and standards of practice.
- Strong written and verbal communication skills, with the ability to explain complex concepts clearly and respectfully to various audiences.
- Strong problem-solving and analytical skills, including the ability to interpret data and recommend practical solutions.
- Proficient in Microsoft Office, including Outlook, Word, Excel and PowerPoint.
- Demonstrated knowledge of techniques to facilitate effective change management.
- Digital acumen with an understanding of adopting or using appropriate technologies to support work.
- Ability to manage own emotions and have a high level of situational awareness.
- Ability to build and maintain effective working relationships with all partners and to maintain tact when dealing with diverse groups of people with different personalities and perspectives.
- Ability to exercise diplomacy, tact and discretion when working with confidential and/or sensitive information.
- Ability to deliver results under pressure and manage multiple priorities and timelines.
- Ability to use a common-sense approach and demonstrate sound judgement.
- Strong attention to detail and drive for accuracy.
- Commitment to continual learning and a drive for intellectual curiosity to innovate and improve.
- Indigenous Cultural Safety, Anti-racism and/or diversity training or equivalent self-directed learning is an asset.
- Experience in designing and developing quality assurance programming for regulatory or similar government-related entities is an asset.
- Experience developing educational materials and curriculum is an asset.
- Experience in program development, adult education, or competency-based assessment design in a health profession educational or regulatory context is an asset.
- Experience conducting practice reviews, peer assessments, or competency evaluations in a pharmacy or health professions context is an asset.

## What We Offer

The salary range for this position is \$108,000 to \$116,000 annually based on a 35-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 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 supports and 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](mailto:hr@bcpharmacists.org) by end of day **Friday, July 17, 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.*