



**CAPR**  
Canadian Alliance  
of Physiotherapy  
Regulators

**ACORP**  
Alliance canadienne des  
organismes de réglementation  
de la physiothérapie

**JOB TITLE: CREDENTIALLING OFFICER**

The Canadian Alliance of Physiotherapy Regulators (CAPR) has an immediate opening for a Credentialling Officer. We are seeking a Credentialling Officer to assess the academic credentials and qualifications for internationally-educated physiotherapists. This includes communicating with credentialling applicants, conducting research on educational credentials from source countries, analyzing information from diverse sources, and reviewing documents for evaluation of precedent, non-precedent and quality assurance cases. If you are an experienced researcher with attuned analytical, critical thinking and problem-solving skills, and are able to exercise courtesy, professionalism, tact and diplomacy, we hope you will consider working with us.

**WHAT WE DO:**

The Canadian Alliance of Physiotherapy Regulators (CAPR) is the pan-Canadian federation of provincial and territorial physiotherapy regulators whose mission it is to support the physiotherapy community in protecting the public. CAPR assesses the education and qualifications of all internationally-educated physiotherapists; it administers the national Physiotherapy Competency Exam for all candidates, whether Canadian-educated or internationally-educated; and it supports Canadian physiotherapy regulators through knowledge brokering and policy services.

**WHAT WE NEED:**

We are seeking full-time, permanent Credentialling Officer.

**POSITION SUMMARY:**

Reporting to the Manager, Credentialling, the Credentialling Officer supports the Credentialling Program by assisting in the smooth operation of CAPR's intake and credential assessment service.

**KEY RESPONSIBILITIES:**

**The Credentialling Officer:**

- Performs credential evaluations, authenticates and verifies credentials and evaluates the application against precedent cases.
- Processes credentialling applications:
  - Distinguishes precedent, non-precedent, and quality assurance cases;
  - Inputs applicant data into database;
  - Prepares, reviews, and issues credentialling assessment decisions;
  - Reviews, process, and issues results for additional documentation received after the initial evaluation;
  - Determines applicant eligibility for the Physiotherapy Competency Exam and issues final results.
- Effectively analyzes credentialling information and promptly identifies exceptions for



review by the Manager, Credentialling.

- Provides communication (verbal and/or written) to credentialling applicants regarding the status of their application and responds to applicant inquiries.
- Assigns and coordinates non-precedent and quality assurance applications as required to send to external qualifications assessment agencies for evaluation.
- Conducts research on educational credentials from other countries and collects information from diverse sources to inform the evaluation of credentialling cases.
- Maintains accurate documentation and credentialling program filing systems, tracking systems and databases.
- Liaises with educational institutions, physiotherapy organizations, external credentialling agencies, and Credentialling Program team members on all issues related to the assessment of credentialling applications.
- Adheres to CAPR Policies and Procedures and escalates issues and complaints to the Manager of Credentialling as required.
- Provides guidance and support to Client Services Coordinator(s) and Credentialling Assistant(s).
- Performs other duties as assigned by the Manager, Credentialling.

#### **KEY COMPETENCIES:**

- Works well independently and can adapt to different training/mentoring styles;
- Ability to remain focused with exceptional attention to detail;
- Possesses excellent verbal and written communication skills;
- Demonstrable problem solving and critical thinking skills;
- Ability to exercise confidence, courtesy, professionalism, tact and diplomacy when dealing with stakeholders through various communication means.

#### **QUALIFICATIONS:**

- University degree required
- Experience in related fields such as credentials assessment, professional associations and colleges, university/college admissions and international relations preferred
- Demonstrated proficiency in Adobe and Microsoft Office programs including Outlook, Excel, Word and Teams
- Proficient with databases with a knowledge of Access and iMiS preferred
- Fluency in additional languages an asset.

To apply, please respond with a **resume and cover letter in PDF format** outlining the qualifications and experience you would bring to this position by September 8, 2021.

**Canadian Alliance of Physiotherapy Regulators**  
**1243 Islington Avenue, Suite 501, Toronto, Ontario M8X 1Y9**



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Email: [Resume@alliancept.org](mailto:Resume@alliancept.org)

We thank all applicants for their interest in this opportunity, however only those under consideration will be contacted. No employment agencies please.

For more information, please visit our website at [www.alliancept.org](http://www.alliancept.org)

***CAPR is committed to fair and accessible employment practices and we are committed to providing accommodations for persons with disabilities. If you require accommodations to apply for this opportunity, require this posting in an additional format, or if contacted for an interview and require accommodation during any stage of the recruitment process, please contact us at the email below. We will work with all applicants to determine appropriate accommodation for individual accessibility needs.***