



CAPR
Canadian Alliance
of Physiotherapy
Regulators

ACORP
Alliance canadienne des
organismes de réglementation
de la physiothérapie

JOB TITLE: Credentialling Coordinator

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 a permanent full-time Credentialling Coordinator to join our team.

WHAT WE OFFER:

We offer our employees a competitive salary, training and development opportunities and a comprehensive benefits package. We promote an equitable and positive work environment and encourage a healthy work-life balance.

Understanding the importance of equity, diversity, and inclusion, we value the uniqueness each person brings to their work, not only because it is the right thing to do, but also because diversity makes us and our workplace stronger. If you share these values, you will be a great addition to our team.

POSITION SUMMARY:

The Credentialling Coordinator supports the Credentialling Program by coordinating the intake and processing of credentialling documents under the guidance of the Credentialling Officers and the Credentialling Manager. The position receives, reviews, organizes, and processes applicant documentation in a timely, secure, and detail-oriented manner. This is a hybrid role.

KEY RESPONSIBILITIES:

The Credentialling Coordinator provides support to Credentialling Program operations by:

- Processing and reviewing documents and determining their acceptability;
- Maintaining accurate records, filing systems, tracking systems and databases;
- Researching information through various sources to provide clients with accurate, prompt, and thorough information;
- Liaising with educational institutions, physiotherapy organizations, and Credentialling Program team members on all issues related credentialling applications;
- Serving as a first point of contact for credentialling clients by:



- Providing information to prospective clients on the credentialling process and its requirements;
 - Replying to client inquiries about their application;
 - Effectively and professionally communicating program policies to clients;
- Supporting the development and maintenance of program statistics; and
- Performing other duties as assigned by the Manager and/or designate Credentialling Officer.

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:

- Post-secondary diploma/degree required
- Experience in related fields such as regulatory organizations and university/college admissions
- Demonstrated proficiency in Adobe and Microsoft Office programs including Outlook, Excel, Word, and Teams
- Proficient with databases with a knowledge of iMiS preferred
- Fluency in English required, with a fluency in French an asset.

The annual salary range for this position is \$50,000 to \$55,000 and will be commensurate based on skills and experience. We also offer a full range of benefits including a retirement savings plan.

To apply, please respond with a copy of your **resume and cover letter in PDF format** outlining the qualifications and experience you would bring to this position by January 31, 2024.

Email: resume@alliancept.org

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

For more information, please visit our website at www.alliancept.org



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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.