



Health Career Directory

Licensing Officer (License Inspectors)

Overview

Licensing Officers participate in the licensing process for residential and child care facilities.

They also perform investigations and inspections of facilities as per the applicable government Act(s) under given authority by the Medical Health Officer.

Responsibilities include reviewing and processing applications for and changes to residential and child care facility licenses, reviewing and approving plans of new facilities, participating in the assessment of facility staff, completing inspections of facilities and monitoring compliance.

The main roles and duties of Licensing Officers are to:

- investigate complaints, serious incident reports, and communicable disease outbreaks that happen within residential and child care facilities
- review and process applications for residential and child care facility licenses and applications for amendments to community care facility licenses. This is to ensure that the proposed operation/amendments obey with applicable government Acts and Regulations
- make recommendations to the Supervisor, Licensing, or Designate on the issuing of licenses to new residential facilities and on license amendments for existing facilities
- review and approve plans of new facilities to decide if they obey with legislated requirements, and to determine license capacity
- participate in assessing the staffing requirements/qualifications of staff for residential and child care facilities - this includes determining the eligibility/suitability of licensees and applicants for the position of Manager. As well as, participating in staffing interviews and reviewing and making recommendations on staffing requirements/qualifications, and creating residential and child care program and discipline policies
- monitor licensed residential and child care facilities to determine if they obey with related Regulations and Acts, Ministry of Health and VIHA policies
- conduct inspections of facilities at various times. This includes time of initial application, change in capacity, or receipt of a complaint
- issue correction orders where indicated and conducts inspection visit to ensure compliance
- review and assess requests for local approval by the Medical Health Officer to distribute sections of the Regulations - these include preparing reports and conducting follow-up visits to the facility to ensure that local approval continues to be correct. In addition to ensuring that there is no risk to the health or safety of adults or children in care
- notify the right individuals of serious violations of licensing regulations

- participate and provide evidence at hearings
- organize and plan a program of observing standards of health, safety, and care requirements in licensed residential and childcare facilities
- assist facility management and staff with interpretation of legislation and policies
- solves operational and programming limitations to improve the quality of care provided.

Other roles and responsibilities of Licencing Officers are to:

- document information manually and/or electronically. This includes writing reports and making recommendations on issues. These issues might be suspension or cancellation of a residential and childcare facility license
- perform a variety of duties related to the investigation of complaints, serious incident reports and communicable disease outbreaks. This can be done through methods such as: Investigating complaints that a facility is not being operated according to applicable Regulations and Acts, investigating complaints of alleged abuse or neglect, interviewing individuals involved in a complaint including adults, children, parents and facility staff, and reviewing and investigating reportable incident reports
- assist with the investigation of communicable disease outbreaks
- direct complaints to other VIHA staff or external individuals
- inform the Supervisor or Licencing of investigation results
- provide a variety of consultative services. These include providing information, guidance and consultation to licensees, facility staff and others regarding the licensing process, applicable legislation and the requirements for various categories of care. In addition, providing and/or coordinating in-service education for facility staff
- contribute to the planning, development, and evaluation of the Licencing program - these methods might involve participating in a variety of committees including accreditation and staff meetings
- contribute to the practicum experience of students in environmental health and other students - this might be done by performing duties such as: providing supervision and guidance to students, and providing feedback on performance
- maintain and update knowledge in health, safety, and care issues. This can be through methods such as reviewing the literature, communicating with other professionals, and attending relevant education programs
- participate in continuous quality improvement/quality assurance activities. This is done participating in methods such as evaluation and measurement of outcomes of programs/care, follow-up of unusual events, identification and participation in research studies, as well as contributing to the identification of new policies and best practices for the profession and the organization.

Who is suited to become a licencing officer?

Licensing officers are most effective when they have the ability to:

- communicate effectively verbally and in writing
- work independently, organizes workload, and establishes priorities.
- exercise sound judgement, decision-making, and problem solving
- work effectively as part of an inter-disciplinary team
- create relationships with internal and external contacts
- deal with others effectively
- operate technical equipment, including word processing equipment
- teach and conduct presentations
- implement problem-solving processes
- demonstrate sound professional judgement, empathy, thoughtfulness and honesty

- work with media such as print, television and radio
- physically perform the duties of the position
- secure facts through investigation and inspection and gather evidence
- enforce regulatory provisions with tact and firmness
- prepare brief and accurate written reports
- read and examine floor plans
- interpret and explain relevant acts and regulations.

Salary

\$27.18-33.88 per hour

Required Training and Education to Become a Licensing Officer

University Degree in a related discipline with a minimum of two (2) years of recent related experience or a diploma and equivalent combination of education, training and experience is required to become a Licensing Officer. This experience might be working in a community care facility where knowledge of residential and child care community care facility operational issues have been acquired

Eligible for membership in the applicable professional organization
Valid BC Driver's Licence

Career Advancement

According to the License Inspectors and By-law Officers Association of British Columbia, license officers can advance in their careers by taking advanced courses in various academic fields such as criminology, sociology and political science but also in conjunction with courses offered by municipal governments designed for municipal by-law enforcement such as those offered by the Justice Institute of British Columbia and Focus Training Institute.

Resources

Education Program

British Columbia Institute of Technology
<http://www.bcit.ca/>

Financial assistance and bursaries

For information about Canada student loans and grants, please visit:
http://www.hrsdc.gc.ca/eng/learning/canada_student_loan/index.shtml

Association

License Inspectors and Bylaw Officers of British Columbia:
<http://liboa.homestead.com/>