



Position Title: Operations & Compliance Lead – *external ARPIC*
Reports to: Managing Director, Sales License / RPIC
Version: May 2023

Company Overview

At The Clinic Network (“TCN”), a division of Pathway Health, we are committed to delivering personalized care to help improve a patients' quality of life. We strive to provide patients with timely access to personalized treatment plans using advanced and clinically-proven solutions to achieve the best outcomes.

Pathway Health is one of the largest providers of out-of-hospital pain management services in Canada. We own and operate nine community-based clinics across four provinces where our team of health professionals work together to help patients by using a variety of evidence-based approaches. Our patient care programs utilize an interdisciplinary approach that includes trained pain specialists, physical and occupational therapists, psychologists, nurses and other healthcare providers. Pathway Health has also developed an expertise in harm reduction where medicinal cannabis is being used as an alternative to traditional opioids.

The Clinic Network is actively looking for a Operations & Compliance Manager within the GTA. This role can be a hybrid of work from home and in office, depending on the needs of the Company.

Overview:

The Operations & Compliance Lead (“OCL”) is responsible for managing the daily operations of the sales license business, including multiple e-commerce portals. The OCL will play a key role in the establishment, launch and ongoing improvement of operational practices. The OCL will oversee all escalated matters related to the portals’ technical function, product listings, sales, compliance, staff, and patient care. The OCL will manage direct reports specializing in these areas, and will be required to work closely with stakeholders from partnered organizations to ensure operational integrity.

In addition to this, the OCL will be responsible for overall Health Canada compliance, including the development and implementation of quality systems, compliance reporting, continuous gap assessments, leadership in audits, and licence applications and amendment to ensure full compliance. The OCL will be responsible for the regulatory review of patient facing materials. The OCL will support site audits and consult on regulatory pathways and technical compliance for product development and production activities. The OCL will play a key role in establishing and launching the sales licences business.

Role may be in a virtual and/or physical environment dependent upon the needs of the business and requirements of the Federal & Provincial Regulatory bodies.

All responsibilities identified below are for the Company; however, there maybe some cross over related to operating subsidiaries

Here are a few ways you will make a difference

KEY RESPONSIBILITIES

Sales License Operations

- Key stakeholder in the development of PHC’s sales license operation for multiple e-commerce portals
- Manager daily operations under the sales license
- Responsible for escalations on PHC side related to compliance, sales data, staff, and patients

- Responsible for portal maintenance, glitches, and extensions integrating cross-organizationally with PHC IT, partered IT, ERP and e-commerce providers, and 3PL fulfillment partners
- Responsible for listing updates, working with listing partners on changes to descriptions, artwork, and price drops
- Coordinate email patient blasts related to promotions, incentives, and other internal campaigns for the e-commerce portals
- Monitor inventory and related communications to PCR team
- Responsible for continuous process improvements to support efficiency and reduce cost
- Responsible for cross-over with finance to support sales remittance to listing partners and merchant accounts, and cross-over with IT to manage licensed accounts and fees for software platforms and related services
- Responsible for sales data analysis
- Develop business KPI's for yourself that are tied directly to the KPI's of the division
- Develop and analyze key metrics relating to Compliance and Quality Controls with monthly reporting
- Ensure all administrative functions are complete
- Participate in production of departmental policies and documentation (SOP, education resources etc) to ensure compliance
- Connect with and work with other divisions to ensure compliance
- Responsible for administrative and operational responsibilities, and ensures that required audits and reports are completed and successful in accordance with Cannabis Regulations
- Ensure Health Canada documentation is complete and accurate
- Any other tasks as assigned by Management

Compliance

- Key stakeholder in the development of PHC's quality systems for the sales license
- Maintains a Health Canada audit ready position, including continuous compliance gap assessments and gap closure
- Responsible for interacting with Health Canada during an audit and managing outbound communications and inquiries related to the sales license
- Integrates operations with compliance, acting as a key stakeholder in the drafting, review and signatory on sales licenses SOPs
- Acts as a lead trainer on compliance and related SOPs
- Responsible for monthly CTLS sales and product submissions, crossing-over with finance to ensure sales data is financially compliant ahead of each submission
- Responsible for data integrity, crossing-over with IT to ensure digital security
- Responsible for developing and maintaining a controlled documentation system that is Health Canada compliant
- Responsible for regulatory review of patient facing materials including sales pitches, product listings, and email blasts
- Ensures all patient communications are in compliance, working with Regulatory support to monitor calls and review scripted pitches
- Ongoing monitoring of updates to the Cannabis Act and implementation of applicable regulations and notices from Health Canada
- Act as key stakeholder in licence applications and amendments
- Support product development by performing site audits, advising on regulatory pathways for commercialization, and defining applicable compliances using risk assessments and published regulations and compliances
- Prior compliance management for a cannabis sales license required

- Prior Health Canada security clearance and QAP experience preferred
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- Develop and analyze key metrics relating to Compliance and Quality Controls with monthly reporting
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Abilities and Knowledge

- Prior experience in operations management, ecommerce, fulfillment and cannabis sales
- Prior compliance management for a cannabis sales license required
- Prior Health Canada security clearance and QAP experience preferred
- Must have strong and demonstrated interpersonal, professional communication etiquette and strong listening skills
- Highly motivated and self-directed, capable of multi-tasking, and able to work with minimal supervision
- Strong knowledge of the Cannabis Act and Regulations as well as the Health Information Act
- Knowledge of medical cannabis and licenced producers
- Maintain a professional appearance, demeanour, and attitude at all times
- High level problem identification and issue resolution skills
- Strong work ethic and positive team attitude
- Proven ability to effectively use Microsoft Office Applications
- Perform the described responsibilities in a professional, competent and timely manner
- Ability to be disciplined, to remain calm in difficult situations and work in a high stress environment
- High level of integrity, privacy, confidentiality and accountability
- Highly flexible, adaptable with solid interpersonal skills that allow one to work effectively in a diverse working environment
- Must have strong administrative abilities with high attention to detail/accuracy and analytical thinker
- Ability to work independently as well as part of a team when required
- Excellent work performance and attendance
- Bilingual (Fluent in both French and English) considered an asset

Education and Experience:

- Prior experience in operations management, ecommerce, fulfillment and cannabis sales
- Prior compliance management for a cannabis sales license required
- University degree in business or related field
- Ongoing education on LP's and Products
- Minimum 3 years' experience preferred

Work Environment

- Majority of work will be performed in an office / home office environment

Requirement

- All employees /consultants / allied partners working within any of our offices or clinics must be fully vaccinated and provide proof of vaccination
- Under health & safety legislation, employees / consultants / allied partners working within any of our clinics or places of work have an obligation to ensure the safety of themselves and those around them,

which includes the assurance that they have immunity to the covid-19 virus, unless there is a medical or religious reason not to

- If this is the case, a conversation with Human Resources is required to discuss and determine how we can ensure your protection and the protection of those around you

**** Management reserves the right to change the scope of the role acting reasonably. ****