

Position: Compliance and Client Services Specialist
Location: Toronto, ON
Status: Full-time, Permanent
Salary: Commensurate with level of experience

The Retirement Homes Regulatory Authority (RHRA) is a self-financing authority independent of government, with the mandate to license and inspect Ontario's more than 700 retirement homes where over 50,000 seniors live. The RHRA is an agent for positive change, by working with the retirement homes sector to increase the protection, safety and well-being of our aging population.

The RHRA administers the Retirement Homes Act, 2010, which involves licensing homes, educating licensees, consumers and the public about the standards regulating retirement homes, carrying out inspections of retirement homes, and taking compliance and enforcement action as needed. The RHRA's guiding principle is that a retirement home should be a place where residents live with dignity, respect, privacy and autonomy, in security, safety and comfort and can make informed choices about their care options.

The RHRA offers a great working environment, learning and development opportunities, work-life balance and, a competitive compensation and benefits package.

Are you motivated to make integral contributions to a best-practice organization, through ownership and accountability of key processes that advance achievement of a regulatory mandate and, which makes a difference in people's lives?

The RHRA is seeking candidates for the role of **Compliance and Client Services Specialist** who will, in consultation with the Manager and Team Lead, be primarily responsible for owning, establishing and maintaining relationships for the RHRA regulatory compliance process. This includes answering phone calls, emails, and maintaining case files related to licensing, complaints and compliance. The incumbent will also provide guidance and recommendations on decision-making to the Registrar and Regulatory Operations team with respect to licensing and complaint handling matters, and education to operators in developing action plans with the objective of helping homes achieve compliance. Working with the Regulatory Operation team, the incumbent shares responsibility for the ongoing review, development, implementation and evaluation of Regulatory Compliance information, documentation, policies, practices, and procedures to ensure compliance with the *Retirement Homes Act, 2010* and its regulations.

A solutions-driven and results-oriented professional, with excellent customer service, organization, case management, analytical and risk assessment skills, the successful candidate is, amongst other responsibilities:

1. Responsible for taking inbound calls, opening incoming mail and assessing client needs:
 - Listens attentively to callers while discerning minor or vexatious complaints to those requiring urgent action, responds empathically, educates and provides requested

information or dispatches/routes calls to the appropriate resource in accordance with established standards.

- Reads incoming mail, reviews with Team Lead for suitable response or routes correspondence to the appropriate resource in accordance with established standards.
 - Provides administrative support to the Inspections Team as needed.
 - Identifies and escalates priority issues to ensure that emergency situations are handled expeditiously.
 - Researches required information using available resources and follows up with client calls where necessary, in a timely manner.
 - Behaves in a professional and effective manner when dealing with internal and external contacts to provide a first-class client experience.
 - Adheres to organizational policies and procedures when dealing with all queries and problems.
2. Responsible for the effective and efficient management of assigned licensing and complaints files:
- Ensures all licensing and complaints-related activities are carried out in a timely way;
 - Ensures accurate and timely maintenance of case management requirements;
 - Deals with complainants, applicants and licensees;
 - Responds to and addresses inquiries from licensees and other stakeholders;
 - Creates and provides analytical summaries and reports;
 - Determines, implements or refers actions needed to address a complaint;
 - Drafts licensing and complaints-related correspondence;
3. Responsible for the effective and efficient management of all assigned compliance activities:
- Determines appropriate follow-up activities with operators as an outcome of review and analysis of relevant regulatory activities;
 - Develops clear and realistic education and action plans for licensees, with specific objectives within a specified schedule; and works effectively with operators to implement plans;
 - Collaborates with appropriate RHRA staff to determine how best to measure and evaluate effectiveness of interventions, and participating in such measurement and evaluation;
 - Provides and facilitates education to retirement home operators to ensure comprehension of, and alignment with compliance requirements;

Minimum Qualifications:

- Bachelors degree in a relevant field (law, criminology, business, public administration or health).
- 3+ years' relevant work experience; or equivalent of education and experience.
- Understanding of the regulatory environment, processes and issues.
- Understanding of the principles of administrative law.

Required Competencies:

- Patience, diplomacy and proven customer service experience is essential along with attentive listening skills to build rapport with callers, ascertain needs and manage challenging people scenarios.
- Comprehensive understanding of, or ability to quickly learn, the Act and its regulations.
- Exceptional critical thinking, creativity and independent problem-solving skills.
- Exceptional written and verbal communication and interpersonal skills.
- Exceptional time- and file-management skills.
- Solid understanding of the principles of legal drafting and excellent ability to draft legally effective and enforceable documents in clear appropriate language.
- Flexibility, adaptability and ability to lead and embrace change in a fast-paced and evolving environment.
- Strong facility with data management, and ability to become literate in analytics to contribute toward the organization's evolving analytics program
- Ability to exercise a high level of professionalism and discretion with confidential and sensitive information.
- Ability to create and deliver clear, concise and engaging presentations to internal and external stakeholders.
- Self-directed, motivated and proven ability to work independently, as well as, to collaborate within a team.
- Computer literate with intermediate proficiency in Microsoft Office productivity tools (Word, Excel, PowerPoint, Outlook).
- Bilingualism, French and English, written and spoken is a significant asset.

Other Requirements: Satisfactory Professional and Criminal Reference Checks.

*Interested candidates may submit their **cover letter and resume** to careers@rhra.ca by **May 21, 2019**.*

RHRA has a diverse workforce and is an equal opportunity employer. We welcome and encourage applications from people with disabilities and, accommodations are available on request for candidates taking part in all aspects of the selection process.

We thank all applicants; however, only those under consideration will be contacted.