

Position: Inspector
Location: Ottawa and Eastern Ontario
Status: Full-time, Bilingual
Salary: Commensurate with level of experience

The Retirement Homes Regulatory Authority (RHRA) has the mandate to licence 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.

Do you have an inquisitive nature, grit, sound judgment and a strong work ethic? This could be the opportunity for you.

The RHRA is seeking **bilingual** candidates for the **full-time** role of **Inspector** in the **Ottawa and Eastern Ontario** regions. Occasional travel throughout Ontario will also be required.

The **Inspector** will be responsible for inspecting, evaluating, educating, liaising and advising on matters relating to the *Retirement Homes Act, 2010* ("the Act") and its regulations. These include the care and safety standards for retirement homes, the rights of residents, and policies and facilities for the operation of retirement homes.

The successful candidate will work from his/her home office to:

- conduct inspections of retirement homes, including gathering, evaluating, and documenting evidence for the purpose of licensing and complaints processes, as well as routine, mandatory and compliance inspections, in accordance with the provisions of the Act and its regulations, and RHRA policy and processes;
- support the Registrar's decision-making process by making recommendations on actions and timeframes for achieving compliance;
- keep the RHRA informed about high-risk issues arising from inspections and, as necessary, consult with the RHRA and/or other designated authorities;
- educate retirement home operators and staff on legislative compliance requirements by providing information or referring to appropriate resources;
- prepare inspection reports and provide testimony to support evidence as tribunal witness and for other legal proceedings;
- communicate reports and other correspondence to licensee/operators and the public; and
- identify opportunities for the development of supports, tools, policies and programs, regarding compliance and enforcement processes.

Minimum Qualifications:

- 5 years' relevant, progressive and varied inspection and/or evaluative experience in nursing, financial, retirement home, law enforcement or regulatory environments.
- Bachelor's degree in a relevant discipline (nursing, finance, law, health science, health or community care; advanced geriatric education, or other applicable discipline is preferred) or a combination of equivalent education and experience.
- A background in nursing or retirement home operations would be considered a great asset.
- Minimum driver's license class G or equivalent as recognized by the Province of Ontario (must own reliable motor vehicle).
- Knowledge and experience working with vulnerable populations including older adults, is highly desired.
- Bilingualism, French and English, written and spoken, is imperative.

Required Competencies:

- Advanced oral and written communication skills in English and French to effectively, assertively and diplomatically communicate with all stakeholders.
- Well-developed analytical skills, a curious nature and the ability to be both resourceful and attentive to details.
- Understanding of the rules of evidence and proper evidence collection techniques.
- Ability to effectively interpret and apply legislation.
- Excellent negotiation, problem solving and conflict resolution skills.
- Exceptional ability to perform in a high volume, politically sensitive, fluid environment with minimum supervision and to exercise initiative and sound independent judgment.
- Ability to work effectively with a team.
- Ability to maintain objectivity and confidentiality during inspections.
- Ability to lead/manage an inspection, with demonstrated success conducting interviews.
- Computer proficiency utilizing Microsoft Office productivity tools, including Word, Outlook and Internet search capabilities.

Other Requirements: Satisfactory professional and criminal and vulnerable sector reference checks.

Working Conditions: This position requires willingness to travel extensively and on short notice in the assigned region, and will require occasional travel to other parts of Ontario. Occasional irregular work hours during weekends and public holidays may also be required. Moderate physical activity will be required during inspections, primarily walking throughout retirement homes.

Interested candidates should submit their application (cover letter and resume) to careers@rhra.ca by October 4, 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.