

Position: Specialist, Business Processes
Location: Toronto, ON
Status: Full-time, Permanent
Salary: Commensurate with level of experience

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

The RHRA is seeking candidates for the role of Specialist, Business Processes who will lead strategic efficiencies, improvement and innovation initiatives within the Regulatory Operations, while ensuring that all areas of operational processes are in alignment with the RHRA's strategic goals and objectives. The position, working closely with the project management office and Regulatory Operations team is accountable for and provides the hands-on leadership for all regulatory processes and must collaborate and partner with functional stakeholders to ensure action plans and solutions are in place that deliver effectively, efficiently and with the employee and consumers' best interests in mind.

Key responsibilities include:

- Lead all performance, quality, and process improvement activities for identified projects for the organization's Regulatory Operations function
- Develop and present proposals and updates on process improvement concepts, budgets and investment requirements, timing schedules, desired results, value propositions, prioritization schedules, ROI reports and other followup/measurement tools.
- Provide hands-on project leadership and expertise. This includes project initiation, planning, design, change management, execution, monitoring, control and close-out.
- Establish and maintain all operational processes, standards, procedures and practices
- Define, develop, reassess and prioritize processes, tools and systems, training materials, and policies/procedures that are central to Regulatory Operations.
- Drive platform, process, and solution development along with support resources within the team and Project Management services. Lead projects in partnership with or according to requirements set by Project Sponsors
- Engage end users to inspire and empower them to provide input into process change and innovations. Encourage employees to embrace and adopt new processes once implemented.

Minimum Qualifications:

- Bachelors' degree in Business Management or Administration or related discipline
- At least 5 years' relevant, practical experience, or a combination of equivalent education and experience managing complex transformation projects, performance improvement and/or operational turnaround programs
- Expertise in project management approaches and methodologies; PMI, PMP or other project management training/certification is an asset
- Expertise in process analysis and improvement; Lean Six Sigma certification is an asset.
- Experience in a Regulatory Environment an asset as is experience in the health care or retirement sector
- Working knowledge of Microsoft SQL is highly desirable
- Proficiency with Microsoft Word, Excel, PowerPoint and Visio is required

Required Competencies:

- Ability to learn and fully understand RHRA's business, so as to work effectively with management and staff.
- Exceptional conceptual and analytical thinking and problem-solving skills in order to identify the strengths and weaknesses in current systems/approaches and of alternative solutions.
- Superior planning, organizational and time-management skills.
- Strong written and verbal communication skills in order to present well-structured thoughts, articulate and present arguments, actively listen, facilitate discussions and influence action at all levels.
- Advanced interpersonal, consultative, facilitation, negotiation, and agreement-building skills.
- Exhibited business acumen in understanding cross-functional processes, requirements, and relevant information flows - translating gaps into solutions, and integrally participating in strategy and process improvement initiatives.
- Demonstrated competence in developing, re-engineering and improving business processes.
- Advanced computer proficiency in Microsoft Excel, Visio, PowerPoint, and Project and other relevant productivity tools and the ability to partner with technical staff.
- Effective process documentation skills, knowledge of approaches, tools and techniques for gathering information, and the ability to extract and express technical concepts in simplified language and visual format.
- Ability to exercise a high level of professionalism and discretion with confidential and sensitive information.
- Self-directed, motivated and proven ability to work independently

Other Requirements: Satisfactory Professional and Criminal Reference Checks.

Interested candidates should submit their cover letter and resume to careers@rhra.ca. We thank all applicants; however, only those under consideration will be contacted.

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.

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.