

Position: Manager, Inspections
Location: Ontario (remote) – Head Office in Toronto
Status: Full-time, Permanent
Salary: Commensurate with experience
Categories: Inspections, Assessment, Management, Operations, Risk Management

The Retirement Homes Regulatory Authority (RHRA) has the mandate to license and inspect Ontario's more than 750 retirement homes where over 60,000 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

- a people manager, with solid understanding of inspection/assessment processes?***
- an innovator - able to think outside the box, question the status quo, and with the innate desire to continuously improve programs and processes?***
- a critical thinker, attentive to detail and with ready capability to adapt to new, different, or changing requirements?***
- passionate about positive change, protecting the rights of consumers and contributing to an organization mandated with such a mission for our elderly population?***

This could be the opportunity for you.

The RHRA is seeking candidates for the role of **Manager, Inspections** who will be responsible for overseeing the inspections function of the organization with the focus of helping retirement homes achieve compliance through managing consistent inspection processes, in accordance with the Retirement Homes Act, 2010 and its Regulations, and established internal procedures.

Among other duties, and as an integral member of the management team, the successful candidate will:

- Create, implement and maintain a coordinated and integrated inspections program.
- Develop, recommend, implement, support, maintain, monitor and revise policies and procedures related to the program.
- Manage assigned staff, including a virtual team, through effective recruitment, development, coaching, motivation and performance management.
- Supervise day-to-day inspections' operations - oversee the inspection process, workload and scheduling; monitor progress of work; review and evaluate work; and identify risks in the delivery of priorities.
- Analyze and interpret inspection reports, assessing impact, identifying opportunities for improvement, escalating issues for enforcement and triaging reports for Registrar consideration.
- Conduct audits of inspections (assigned staff and processes) to ensure consistency and quality of inspections, and facilitate early risk identification and mitigation through the development and fine-tuning of inspection protocols.

- Collaborate with management and staff in other units to ensure appropriate synergies, service delivery and achievement of objectives.
- Represent the RHRA by attending and presenting to stakeholders, as requested.

Minimum Qualifications:

- Bachelor's degree in relevant discipline and 5 years of management experience in a regulatory environment, or an equivalent combination of education and experience.
- Considerable experience and/or knowledge of retirement home operations, elder care and seniors' housing challenges.
- Valid Ontario Driver's License, with the requirement for provincial travel.

Required Competencies:

- Solid understanding of, or ability to quickly learn, the Act and its regulations, and the ability to apply them along with relevant policies and procedures in the conduct of duties.
- Solid understanding of inspection and/or assessment processes and data-driven management of operations.
- Demonstrated ability to understand and apply knowledge of legislation, regulations, public policy and compliance issues affecting seniors' care and their housing in retirement homes.
- Demonstrated leadership and commitment to RHRA values and mandate, setting high standards for self and others.
- Sound evaluation skills in observing retirement homes' operations and/or interpreting written inspection reports, in order to determine level of noncompliance and potential to achieve compliance.
- Demonstrated innovative ability to think outside the box, question the status quo, and with the innate desire to continuously improve programs and processes.
- Excellent critical thinking and problem-solving skills, and ability to manage complex problems that may overlap among multiple areas.
- Excellent communication skills, with the ability to communicate complex issues and concepts clearly and effectively to varying audiences.
- Effective ability to lead, develop, motivate and manage a team (including virtual staff) in a fast-paced, evolving regulatory environment, along with proven examples of a management style that creates a learning environment, encourages participation and values the contributions of staff.
- Well-developed, management-level report writing and presentation skills, with exceptional attention to detail.
- High integrity and ability to effectively research, analyze, interpret and make sound and ethical judgments on complex projects/issues/problems and resolve contentious and/or sensitive issues in an objective, accountable and transparent manner.
- High initiative, prioritizing and time-management skills and exceptional flexibility to perform in a high volume, politically-sensitive and dynamic environment with minimum supervision and to successfully determine work priorities and execute multiple projects with competing deadlines.
- Exceptional interpersonal skills and client service orientation, demonstrating the ability to gain the confidence and respect of internal and external stakeholders.
- Computer proficiency with enhanced working knowledge of Microsoft Office Suite.
- Bilingualism (French/English) considered an asset.

Other Requirements: Satisfactory Professional and Criminal Reference Checks.

*Interested candidates may submit their **cover letter and resume** to careers@rhra.ca by **April 28, 2021**.*

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.