

Client Organization: Retirement Homes Regulatory Authority
Position Title: Chief Corporate Services Officer
Reports To: CEO/Registrar
Location: Toronto, Ontario

THE ORGANIZATION

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 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 OPPORTUNITY

The RHRA is on a transformational journey at a time that represents a significant inflection point for the organization. The Chief Corporate Services Officer (CCSO) is a newly created position. The CCSO is an executive-level role serving as a leader within the senior management team. Working closely with the CEO/Registrar and the Deputy Registrar, the CCSO is responsible for executive leadership of all corporate functions of the RHRA and is a key contributor to the development and implementation of the organization's strategic goals. This includes leading the planning, development and maturation of the organization's corporate functions of Finance, Human Resources, Information Systems, and Project Management Office, and overseeing execution of corporate plans and key initiatives. The CCSO role will play an active role in supporting the CEO/Registrar with Board matters, and engagement with external stakeholders including Government where appropriate.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

1. Strategy, Vision and Leadership

- Plays a key role working with the CEO in the strategic management process of the overall organization; identifying and assessing strategic issues; participating in strategic discussion, planning and resource allocation, providing recommendations and managing strategic initiatives.
- Supports and advises the CEO and Board and other key members of senior leadership on operational planning, budgeting, priorities and policy matters related to any and all of the organization's corporate services, working collaboratively to ensure that programs and activities operate in a fiscally and legally responsible manner - consistently and ethically, within the mission and values of the RHRA.
- Provides effective and inspiring leadership, promoting and advocating for a culture of corporate accountability, performance measurement and service excellence.
- Supports continued development of a positive organizational culture leading by example and through purposeful organizational development practices.
- As assigned, establishes and maintains good relationships with external partners/stakeholders to understand and influence their activities and promote and enhance the organization's goals and reputation.

- Represents the RHRA with external partners/stakeholders and in supplier and/or other partner agency negotiations; possesses binding signing authority as assigned.
- Monitors all legislation relevant to the scope of this role to ensure that the organization is compliant.

2. Finance & Administration

- Oversees all financial and business planning activities, including oversight of financial strategy and fees, alternative revenue initiatives, and all annual budget and business plan processes and reporting.
- Develops, implements and oversees management of financial processes, systems, tools, policies, internal controls, and reporting and tracking systems, to ensure the effective management of the organization's finances.
- Oversees reporting, leading the monitoring of organizational performance metrics and financial reporting to ensure viable operations. In addition this role will play a key role in assessing the organization for efficient use of resources, and value for money across all functions.
- Advises the Board and CEO on financial planning, investments and cash flow, priorities and policy matters in a timely manner.
- Accountable for the development and implementation of the RHRA's fee policy and schedule to assure sustainability of the organization.
- Provides overall oversight of the external audit process, liaising with the Board, Audit Committee, and other relevant stakeholders as necessary.
- Oversees investment policy and approach for managing cash and reserve funds.
- Either directly, or through the Controller, acts as the management liaison to the Finance, Audit and Human Resources Committee, effectively communicating and presenting critical matters at meetings.

3. Human Resources

- Oversees the development and implementation of HR policies, procedures, programs, systems and tools, to assure the attraction and retention of high-performing, compliant and engaged personnel to effectively carry-out the RHRA mandate.
- Oversees workforce planning, and the design and implementation of a cost-effective and efficient organizational structure, building organization and staff capacity to execute the RHRA strategy.
- Oversees the planning, design and administration of the organization's total rewards, performance management, and training and development programs, in accordance with best practices that assure market competitiveness, internal equity, a high-performing culture, and the development of staff to achieve full-potential in alignment with organizational goals.
- Oversees the negotiation and management of benefits and retirement savings plans.
- Oversees the HR practices related to recruitment, selection, on-boarding and orientation processes to support the employment of 'best fit' personnel to carry out the organization's mission.
- Oversees the development and execution of the RHRA Health and Safety program to assure compliance and the safety of employees.
- Oversees and ensures compliance with statutory and non-statutory reporting and filing requirements.
- Either directly, or through the Director HR, acts as the management liaison to the Finance, Audit and Human Resources Committee, effectively communicating and presenting critical matters at meetings

4. Information Technology

- Oversees the development and implementation of the RHRA's Information Technology strategy, policies and processes to ensure effective use of the organization's technology resources in compliance with data privacy rules and which assures the preservation of equipment and data.
- Accountable for the planning and deployment of reliable, secure, and cost-effective IT infrastructure and capital-intensive initiatives.
- Oversees the integration of corporate administrative policies and practices optimally using available technology that encourage efficient operation, high standards of accuracy and institutional knowledge management, and internal reporting.
- Ensures that appropriate and secure technology infrastructure and systems are in place and adequately maintained to support effective and efficient RHRA operations.

5. Project Management Office

- Accountable for the mandate of the organization's Project Management Office
- Enables organizational change through a consistent, streamlined, well-managed and risk-mitigated approach to the execution of key organizational projects.
- Oversees the development and implementation of the relevant policies and procedures both within the PMO and acts as a champion to support consistent project management practices across the organization.
- Provides an executive oversight to all projects within the organization to ensure dependencies are identified, managed, and leveraged.
- Oversees the development and communication of project metrics as they pertain to corporate resource usage, organizational productivity, efficiency and effectiveness, and business value to the organization.

6. Procurement, Records Management, Facilities Management

- Oversees the development and implementation of the relevant RHRA policies and procedures to align with public sector practices, attainment of best practices and standards, cost-effective, efficient business operations and, that personnel and financial and operational information is secure and stored in compliance with current legislation.
- Oversees an ethical procurement process to ensure that the best value for products and services are achieved for the organization according to policy.
- Oversees the function of facilities management, including all related aspects necessary for effective operations, including an emphasis on cultural and procedural integration forming organizational norms of behaviour and practice.
- Oversees the management of all contracts, leases and other financial commitments.
- Oversees the development and execution of service level agreements with suppliers and 3rd party vendors who are responsible for program delivery and/or related services.

7. Staff Management

- Leads a high-performing team through embodying the values of the RHRA, leading by example, setting operational and/or performance goals for each service unit that are aggressive, achievable and tied to long term goals, effectively managing group efforts and performance, meeting regularly with functional unit leads to ensure that objectives and priorities are clear and efforts are coordinated.
- Acts as a mentor and facilitator to create and sustain a co-operative and supportive team environment through the sharing of information, actively working with staff to provide training and empowering them to attain optimal work performance with a high level of accountability to the unit, personal responsibility and self-management.
- Promotes a culture of high performance and continuous improvement that values learning and a commitment to service.
- Establishes and monitors staff performance and development goals, assign accountabilities, set objectives, establish priorities, and conduct annual performance appraisals.

8. Continuous Improvement of Processes/Practices of the RHRA

- Develops, implements, and leads a continuous quality improvement process throughout program and corporate service areas, identifying best practices, focusing on standards of measurement, internal controls, systems/process development/improvement and operational effectiveness, within budget realities.

THE CANDIDATE

The ideal candidate will possess the following knowledge, experience, skills, and attributes:

- Business degree in a relevant discipline. Professional designation(s) and/or MBA graduate.
- Progressively more responsible and accountable senior management leadership experience in a similar capacity.
- Strong knowledge of not-for-profit accounting principles, standards and regulations as established by the CRA and other such regulatory bodies.
- Demonstrated knowledge and experience in financial planning and analysis.
- Strong knowledge of HR Management principles, practices, standards, and relevant legislation.
- Good conceptual knowledge of IT infrastructure and awareness of emerging technologies.
- Credibility as a strategic leader with the skills to build, implement and manage the infrastructure of a regulatory organization.
- Demonstrated superior business and management acumen with solid understanding of public policy and government relations.
- Demonstrated credibility in upholding and modeling the organization's core values.
- Experience with senior-level employee management, human resources, and with business, financial and operational planning
- Proven skills, expertise, and confidence to work effectively with a Board of Directors.
- Expert in building partnerships and strategic alliances and skilled in working with a diverse range of stakeholders – internally and externally, exercising tact and diplomacy in different settings, remaining focused, modeling impeccable integrity and displaying a positive attitude in the face of pressure.
- Results-driven with a proven track record of translating strategy into action and delivering superior results.
- Excellent analytical, problem-solving, negotiation and conflict resolution skills.
- Excellent judgment, decisiveness, business intuition and common sense.
- Excellent team leadership, coaching, project management and mentoring skills and the ability to work in an open and consultative manner with others and accomplish goals through influence management and motivation.
- Strong work ethic with the ability to handle a variety of interest groups and manage multiple tasks and competing priorities.
- Strong presentation, written and verbal communication skills, with the ability to collaborate with, influence, engage and persuade internal and external partners, and provide appropriate representation for the organization.
- Organized and detail-orientated, able to work well under deadlines in a changing environment.

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

CONTACT INFORMATION

If you are interested in being considered for this exciting and challenging executive leadership opportunity, **please submit your expression of interest (cover letter and current resume) by email to Lindsay Millard, Senior Consultant, at lindsay.millard@lhhknightsbridge.com with “RHRA CCSO” in the subject line.**

Should you have any questions regarding this opportunity, please contact a member of the Search Project Team:

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LHH helps organizations simplify the complexity associated with transforming their leadership and workforce so they can accelerate results, with less risk.

As global leaders in Talent and Leadership Development, Career Solutions and Executive, Interim and Mid-Level Search, we assist organizations in finding new talent, and helping their employees navigate change, become better leaders, develop better careers, and transition into new jobs. We have the local expertise, global infrastructure, and industry leading technology and analytics required to simplify the complexity associated with executing critical talent and workforce initiatives, reducing brand and operational risk. Teams across Canada and around the world leverage our proven programs and global experience to deliver tailored solutions to clients that align talent with the needs of their business.