

*The Retirement Homes Regulatory Authority (RHRA) has the mandate to license and inspect Ontario's more than 770 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 and a competitive compensation and benefits package.**

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**Position:** Inspections Coordinator  
**Location:** Toronto, ON  
**Status:** Full-time, Permanent  
**Salary:** Commensurate with Experience  
**Start Date:** July 5, 2021

The RHRA is seeking candidates for the role of **Inspections Coordinator** who will be responsible for coordinating and assigning all inspections assignments for the organization's Surge Capacity Program, with the objective of ensuring appropriate response to reported incidents and meeting the requirements of the Act. Reporting to the Manager, Inspections, the successful candidate will:

- Generating inspection cases and assigning work to inspector / assessors.
- Providing case resources to inspector / assessors such as Home Profile Reports.
- Monitoring KPIs and inspector / assessor performance; escalating performance shortfalls or issues to the Manager, Inspections, as required.
- Auditing inspection files to ensure findings are supported by evidence and citation outcomes align with RHRA decision support tools, compliance standards, and organizational best practices.
- Approving inspection cases and escalating critical incidents to the Manager, Inspections.
- Uploading files and evidence to inspection cases, and listing findings of non-compliance.
- Sending draft and final inspection reports, including reports to appropriate Resident's councils.
- Administering the Disputed Citations Procedure.
- Updating procedures and manage procedure/template repository, group calendar, and Inspector conflict list.
- Approving expense claims and timesheets (including an audit function – minimally 1 claim per inspector / assessor per quarter).
- Coordinating ongoing internal training initiatives, including annual conferences, for the entire Inspection Program.
- As well, this role will liaise with Communications to provide up-to-date and accurate information for the purposes of Media and Ministry inquiries.

- Resolving real and perceived conflicts with various stakeholders, with a view to education and promoting voluntary compliance.

**Minimum Qualifications:**

- Bachelor's degree in relevant field.
- 5 year's relevant work experience; or equivalent of education and experience.
- Understanding of the regulatory environment, processes and issues is a distinct asset.

**Required Competencies:**

- Solid understanding of, or ability to quickly learn, the Act and its regulations.
- Sound judgement and effective problem-solving skills.
- Effective verbal and written communication and interpersonal skills.
- Exceptional time management and organizing skills.
- Excellent team and collaborative skills and, a high level of professionalism and discretion with confidential-sensitive information.
- Self-directed, motivated and proven ability to work independently.
- Intermediate proficiency in Microsoft Office productivity tools (Word, Excel, PowerPoint, Outlook) and strong computer-navigation skills.
- Bilingualism, French and English, written and spoken is a significant asset.

**Other Requirements:** Satisfactory Professional and Criminal Reference Checks. It is anticipated that this position will work from the RHRA's Toronto office, with some flexibility for working from home, once the office reopens. Until that time, this position will be required to work from a home office. Laptop and phone will be provided.

*Interested candidates may submit their **cover letter and resume** to [careers@rhra.ca](mailto:careers@rhra.ca) by **May 14, 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.*