

**Position:** Specialist, Complaints and Client Services – Bilingual (French/English)  
**Location:** Toronto, but will consider qualified candidates located elsewhere in the Province  
**Status:** Full-time, Permanent  
**Salary:** Base salary around \$80,000 - commensurate with level of experience

*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 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.**

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**Are you motivated to make integral contributions to a best-practice organization, through ownership and accountability of key processes that advance achievement of a regulatory mandate and, which makes a difference in people's lives?**

The RHRA is seeking candidates for the role of **Specialist, Complaints and Client Services** will, in consultation with the Complaints and Client Services team leadership, be primarily responsible for owning, establishing and maintaining relationships for the RHRA regulatory compliance processes. This includes primarily complaint handling and decision drafting; and conducting thorough reviews of licensing applications, as needed. The incumbent will provide guidance and recommendations on decision-making regarding complaint cases and licensing applications to the Deputy Registrar and Regulatory Operations team. Working with the Regulatory Operations team, the incumbent shares responsibility for the ongoing review, development, implementation and evaluation of Regulatory Compliance information, documentation, policies, practices, and procedures to ensure compliance with the *Retirement Homes Act, 2010* and its regulations.

A solutions-driven and results-oriented professional, with advanced analytical, risk assessment, drafting and case management skills, the successful candidate will, amongst other responsibilities:

1. Be responsible for the effective and efficient management of all aspects of the **Complaints** process, as delegated by the Registrar and as set out under the Act, including:
  - ensuring all complaints activities are carried out in a timely way;
  - ensuring accurate and timely maintenance of case management requirements;
  - dealing with complainants and licensees;
  - mediating and resolving complaints between licensees and complainants;

- responding to and addressing inquiries from licensees and other stakeholders;
  - creating and providing analytical summaries and reports;
  - determining and carrying out (or referring) actions needed to address a complaint;
  - drafting memoranda of instructions;
  - drafting decision letters;
  - educating and liaising with internal staff on issues; and
  - liaising with the Complaint Review Officer.
2. Review licensing applications and make recommendations with respect to licensing decisions.
- Review and analyze submissions made in support of licensing applications to determine whether legal standards and requirement for homes to operate safely and successfully have been met.
  - Develop and present licensing recommendations to the Deputy Registrar.

\*Key responsibilities include both complaints and licensing work, however, primary focus will depend on incumbent's skills, abilities, and preferences as well as organizational need.

**Minimum Qualifications:**

- Bachelors degree in a relevant field (law, criminology, business, public administration or health).
- 5+ years' relevant work experience; or equivalent of education and experience.
- Understanding of the regulatory environment, processes and issues.
- Understanding of the principles of administrative law.

**Required Competencies:**

- Comprehensive understanding of, or ability to quickly learn, the Act and its regulations.
- Exceptional critical thinking, creativity and independent problem-solving skills.
- Exceptional written and verbal communication and interpersonal skills.
- Exceptional time- and file-management skills.
- Solid understanding of the principles of legal drafting and excellent ability to draft legally effective and enforceable documents in clear appropriate language.
- Flexibility, adaptability and ability to lead and embrace change in a fast-paced and evolving environment.
- Strong facility with data management, and ability to become literate in analytics to contribute toward the organization's evolving analytics program
- Ability to exercise a high level of professionalism and discretion with confidential and sensitive information.
- Ability to create and deliver clear, concise and engaging presentations to internal and external stakeholders.
- Self-directed, motivated and proven ability to work independently, as well as, to collaborate within a team.
- Computer literate with intermediate proficiency in Microsoft Office productivity tools (Word, Excel, PowerPoint, Outlook)
- Bilingualism, French and English, written and spoken is required.

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

*Interested candidates may submit their **cover letter and resume** to [careers@rhra.ca](mailto:careers@rhra.ca) by **September 13, 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.*