

**Position:** Associate, Complaints and Client Services  
**Location:** Toronto, ON – hybrid working environment  
**Status:** Full-time, Permanent  
**Salary:** 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 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.*

**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 **Associate, Complaints and Client Services** who 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 process. This includes maintaining case files related to all work under the complaints and client services team portfolio (licensing, complaints and intake). The incumbent will also provide guidance and recommendations on decision-making to the Registrar and Regulatory Operations team with respect to licensing, complaint and compliance matters. Working with the Regulatory Operation 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 excellent customer service, organization, case management, analytical and risk assessment skills, the successful candidate is, amongst other responsibilities:

1. Responsible for the effective and efficient management of assigned licensing files:
  - Ensures all licensing -related activities are carried out in a timely way;
  - Ensures accurate and timely maintenance of case management requirements;
  - Deals with applicants and licensees;

- Responds to and addresses inquiries from licensees and other stakeholders;
  - Creates and provides analytical summaries and reports;
  - Monitors licensing dashboard reports to ensure timely completion of work. Assigns duties to other team members as required;
  - Determines, implements or refers actions needed to address licensing matters;
  - Drafts licensing related correspondence;
  - Makes recommendations on issuing licenses related to standard files to the Registrar or Delegate;
  - Assists Compliance and Client Services Specialists with complex licensing files;
2. Responsible for the effective and efficient management of all assigned compliance activities:
- Maintain case files in accordance with established standards using a case management system.
  - Respond to inquiries, complaints and mandatory report files escalated by the customer service team in keeping with the provisions of the Act;
  - Participate in early resolution processes to resolve client concerns where appropriate;
  - Identify risk factors and escalate priority issues to ensure that emergency situations are handled expeditiously;
  - Monitor follow-up process on unlicensed homes and assign work to other team members as needed;
  - Assembling complaint files for review by the Complaint Review Officer;
  - Creates and provides analytical summaries and reports;
  - Attend and participate in team meetings and briefings;

**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:**

- Patience, diplomacy and proven customer service experience is essential along with attentive listening skills to build rapport with callers, ascertain needs and manage challenging people scenarios.
- 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 a significant asset.

**Other Requirements:** Satisfactory Professional and Criminal Reference Checks. Required office equipment (laptop, headset, softphone) will be provided. RHRA operates in a hybrid working environment, depending on location of successful candidate, attendance in the office for two days per week may be expected. Please note that employees of RHRA are strongly encouraged to be double vaccinated with a COVID-19 vaccine approved by Health Canada and to maintain their status as fully vaccinated. RHRA considers individual requests for accommodation by those who cannot be fully vaccinated due to grounds protected under the Human Rights Code.

**The RHRA offers a great working environment, learning and development opportunities, work-life balance and, a competitive compensation and benefits package. Base salary for this role will be between \$65,000 - \$70,000 annually.**

**To apply please submit your cover letter and resume to [careers@rhra.ca](mailto:careers@rhra.ca).**

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*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.*