

Position: Bilingual Client Services Representative
Location: Province-wide
Status: Full-time, Permanent

Are you a systematic thinker, able to triage over the telephone and make rapid and informed decisions with confidence? 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? Then this opportunity may be just for you.

The RHRA is seeking candidates for the role of Bilingual Client Services Representative.

Acting as a frontline of the RHRA, the **Bilingual Client Services Representative** is responsible for assessing and triaging individual needs and processing each matter according to circumstances and established standards on a case-by-case basis.

The successful candidate will:

- Manage a high-volume intake environment and monitors three phone lines, the RHRA's general email and physical mail where appropriate.
- Maintain case files in accordance with established standards using a case management system.
- Respond to inquiries and complaints in keeping with the provisions of the Act, discerning minor issues to those requiring immediate action.
- Educate individuals on the Act, its regulations, and the RHRA's role in its administration.
- Provide requested information or route calls/correspondence to the appropriate resource in accordance with established standards.
- Provide guidance to the public, retirement home operators and other stakeholders regarding directives and policies.
- Acts as the first point of contact for residents, families and members of the public who have concerns or informal complaints relating to a wide array of issues in retirement homes
- Identify risk factors and escalate priority issues to ensure that emergency situations are handled expeditiously.
- Research required information using available resources and follow up with individuals where necessary.
- With the guidance of the Manager, participate in early resolution processes in order to resolve client concerns where appropriate.
- Determines appropriate referrals for the public which are outside RHRA's mandate or for which there are appropriate alternative avenues of recourse, and clearly and effectively communicates information.
- Record all intake activity according to procedure and professional documentation standards to maintain complete and accurate files.
- Work in partnership with cross functional teams (i.e. licensing, inspections, performance improvement, enforcement, etc.) to identify and resolve any gaps in service provision.

- Attend and participate in team meetings and briefings.

Minimum Qualifications:

- Bilingualism, French and English, written and spoken is a requirement in order to communicate with individuals province-wide.
- Bachelor's degree (or equivalent of education and experience).
- 2-3 years of similar experience working in a healthcare related field, at a regulatory body, or with families or seniors, preferably in eldercare.

Required Competencies:

- Solid understanding or ability to quickly learn the Act and its regulations and other applicable policies and directives, in order to effectively interpret and apply requirements to daily function.
- Patience, diplomacy and proven customer service experience, along with attentive listening skills to build rapport with callers and manage challenging people scenarios.
- Ability to analyze and synthesize complex concerns, identify relevant individual and potential systemic issues, assess jurisdiction and identify avenues for potential recourse.
- Ability to effectively resolve concerns using a variety of conflict resolution techniques and strategies
- Advanced skills in assessment, critical-thinking, problem-solving and judgment to effectively discern individual's needs, identify risk and compliance issues – filtering what is relevant and appropriately determining when an issue can be resolved locally, where it should be routed, or what needs to be escalated.
- Strong verbal and written communication skills to interact effectively with all contacts and to prepare reports.
- Proven interpersonal skills with the ability to influence others and work well within a cross-functional team.
- Ability to maintain objectivity and confidentiality in handling sensitive information.
- Computer proficiency utilizing Microsoft Office productivity tools.

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 \$45,000 - \$48,000 annually.

To apply please submit your cover letter and resume to careers@rhra.ca.

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.

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.