

Position: Business Analyst/Project Coordinator
Location: Toronto, hybrid work environment
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.

Are you a highly curious individual with exceptional conceptual and analytical thinking and problem-solving skills? Do you have strong technical skills, business intelligence, and the ability to quickly learn and fully understand an organization's business needs? 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? If so:

The RHRA is seeking candidates for the role of **Business Analyst/Project Coordinator** within its Project Management Office. Reporting to the Manager, Project Management Office and as part of a small team, key responsibilities of this junior role will include the review, analysis and evaluation of business systems and user needs for projects or operational continuous improvement initiatives. The incumbent will also have accountability for the coordination of activities for smaller projects or sub-sections of larger projects.

The successful candidate will, amongst other duties, be responsible for:

- Gathering end-user information in order to define concepts with business units to support the successful execution of work procedures.
- Communicating and collaborating with stakeholders and project teams to analyze information needs and functional requirements through interviews, document analysis, requirements workshops, surveys, and business process descriptions.
- Developing and delivering clear, concise, and detailed Business Requirements documentation to gain stakeholder and manager approval by using cases, scenarios, business analysis, task and workflow analysis.
- Developing and delivering clear, concise, and detailed process maps, and assisting functional leads with creation of written procedure documents.
- Developing and delivering clear, concise, and detailed project documentation, including but not limited to project status reports, and assisting in the development and updating of project charters, schedules and other plans (e.g. statements of work) as required.

- Developing stakeholder engagement plans, reporting templates and tools to support the stakeholder communications process.
- Managing assigned project activities to meet the timelines, budget, and stakeholder requirements/quality set out in the approved project charter.
- For assigned projects, coordinating all project activities, actively monitoring activities against the planned schedule, budget, and business objectives, ensuring that appropriate review / approval of project deliverables is defined and executed for each project, creating regular status reports, convening and facilitating regular meetings with the project team members, creating and managing the project issues tracker, and immediately escalating concerns to the Manager, PMO or delegate.
- Qualifying, prioritizing, and providing business analysis on key issues and opportunities for business process changes in support of established program initiatives. Analyzing the effectiveness and efficiency of current business processes, and developing strategies for enhancement and/or improvement. Assessing current state business processes, performing gap analyses and developing/enhancing business process maps and related methodologies by modeling (documenting) the current 'as-is' and the future 'to-be' business processes and models.
- Supporting change by providing advice on process development and re-engineering strategies.
- Assist in change management planning and execution including but not limited to creating testing plans and activities, creating and reviewing training material, providing plan feedback, etc...
- Critically evaluating information gathered from multiple sources, reconciling conflicts, breaking down high-level information into details, synthesizing detailed information to general concepts, and distinguishing user requests from underlying needs.
- Providing hands-on support at all levels to ensure successful implementation of change initiatives.
- Assisting with report and presentation preparation, as needed.
- Gathering and summarizing PMO metrics on a regular basis.

Minimum Qualifications:

- Post-secondary education in Business Administration, Statistics, Engineering, Informatics, or other relevant discipline.
- 3 to 5 years of practical experience in quantitative analysis coupled with previous project experience as a team member.
- Experience in a Regulatory Environment an asset as is experience in the health care or retirement sector.
- Familiarity with PMI (PMBOK) or similar project management practices would be considered an asset, as is project management experience.
- Ability to write clear, informative technical reports and professional documents.
- Knowledge of process improvement methodologies (e.g. Six Sigma, Lean).

Required Competencies:

- Exhibited business acumen in understanding cross-functional processes, requirements, and relevant information flows.
- Well-developed analytical, problem-solving, and critical thinking skills required in order to understand ambiguous problems, assess the impact of different options, and to recommend viable solutions.
- Superb written and verbal communication skills in order to document business and system requirements and simplify complex information to tailor presentations and training to applicable audience.
- Excellent consensus, agreement-building, facilitation, and interpersonal skills.
- Demonstrated initiative to drive project work.
- Displays sound judgment on when and how to escalate issues or concerns to supervisor.
- Ability to exercise a high level of professionalism and discretion with confidential and sensitive information.
- Exceptional organizational and time management skills.
- Self-directed, motivated, and proven ability to work independently to produce program documentation deliverables for the organization, most times from scratch.
- Ability to impact operations and effect change without being confrontational.
- Advanced expertise in Microsoft Word, Excel, PowerPoint, Visio, and Balsamiq or other standard wireframing and prototyping tool. Experience with Microsoft Project would be an asset

The RHRA offers a great working environment, learning and development opportunities, and competitive compensation.

Other Requirements: Satisfactory Professional and Vulnerable sector screening checks. RHRA operates in a hybrid work environment, combining remote and in-office work. The expectation is two days on site at the head office, and the balance worked remotely. RHRA also strongly encourages full vaccination against COVID-19 for their employees. Appropriate computer equipment will be provided.

*Interested candidates may submit **their cover letter and resume to careers@rhra.ca by July 4, 2022.***

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.