RHRA Retirement Homes Regulatory Authority

Position: **Data Analyst**
Location: **Hybrid – Head Office Toronto, ON**
Status: **Full-time, Permanent**
Salary: **Commensurate with level of experience**

Are you:
- ✓ Highly Curious - an analytical and systems thinker?
- ✓ Able to translate and communicate findings into key operational insights?
- ✓ Motivated to make a difference in people's lives?

The RHRA is seeking candidates for the role of **Data Analyst** who will, in consultation with the Director, further the organization's implementation of two key initiatives:

1. **Data Analytics**: Lead the continued evolution of our data & analytics program, including enhancing RHRA's monitoring of retirement homes through statistical analyses and machine learning. Provide in-depth analysis and support towards operational metrics, with a focus on moving the organization towards data-driven, evidence-based decision-making.

2. **Risk Identification and Analysis:** Support development and maintenance of RHRA's risk model, and play a key role in risk identification and analysis to support organizational initiatives

This is a unique role where the successful candidate will have the opportunity to help entrench innovative ways of operating into a relatively new regulatory organization. Amongst other responsibilities, the successful candidate will:

- Develop, implement, and maintain statistical and machine learning models to support and enhance risk identification and analysis initiatives.
- Support the organization's overall business intelligence, analytics, and risk management strategies.
- Remain current on analytical techniques such as machine learning, deep learning and text analytics.
- Monitor and maintain data quality, and produces queries, reports and dashboards to support regulatory operations (including both periodic, regular reports and ad hoc reports where appropriate).
- Develop and generate organizational performance indicators/reports and to convey complex information simply and clearly and present findings to inform strategic decisions.
- Employs best practices in research, analysis and consultation with appropriate stakeholders to understand cause and effect of regulatory interventions, identify emerging regulatory issues, and inform RHRA's regulatory processes and setting of business priorities.
- Provide integrated analytical summaries and compelling reports periodically, as requested and/or as relevant, to inform decisions, status or where changes in direction are required.
- Work with cross functional teams (i.e. policy, intake, licensing, inspections, enforcement, etc.) to identify and resolve any gaps in service provision in a timely fashion.
- Participate in the decision-making process and recommends appropriate actions towards eliminating or mitigating public, operational and regulatory risk.

Minimum Qualifications:
- Bachelors' degree in Computer Science, Data Science or mathematics and at least 5 years of practical experience in data and analytics, or a combination of equivalent education and experience.
- Previous project experience both as leader and team member.
- Ability to present complex data to a variety of audiences to support a compelling narrative.
- Ability to write technical reports and professional documents.
- Previous experience in the Health Care Sector would be considered a definite asset.

Required Competencies:
- Extensive experience in working with complex databases, creating queries, and utilizing business intelligence software.
- Experience in developing and employing machine learning models to enhance business analyses
- Demonstrated proficiency following project management methodologies and best practices
- Exceptional conceptual and analytical thinking and problem-solving skills to gather, clarify and filter information, interpret and assess business needs, promote systems thinking, and identify trends, process improvements and potential solutions.
- Ability to learn and fully understand the RHRA's business, so as to work effectively with management and staff coupled with a solid understanding or ability to quickly learn the Act and its regulations, in order to effectively interpret requirements.
- Strong written communication skills to prepare concise and compelling reports and strong verbal communication skills to articulate and present arguments, actively listen, facilitate discussions and influence action at all levels – internally with staff and externally with stakeholders.
- Well-developed negotiation, consensus and agreement-building skills to collaborate with work teams and build a partnership approach to influence and problem-solve with various stakeholder levels across the organization.
- Exhibited business acumen in understanding cross-functional processes, requirements, and relevant information flows - translating gaps into solutions, and integrally participating in strategy and process improvement initiatives.
- Demonstrated teamwork and collaborative skills.
- Excellent knowledge and experience in research methods and business process modeling tools and techniques.
- Advanced computer proficiency in Excel, Visio, PowerPoint, Microsoft Project and Power BI, and the expert ability to manipulate data, and partner with technical staff.
- Ability to exercise a high level of professionalism and discretion with confidential and sensitive information.
- Exceptional organizational and time management skills to prioritize, handle concurrent matters, manage multiple and complex projects, organize and manage own work to meet conflicting demands and with minimal supervision.
- Self-directed, motivated and proven ability to work independently to produce complex program documentation deliverables for the organization, most times from scratch.

Other Requirements: Satisfactory Professional and Criminal Reference Checks. It is anticipated that this position may be required to work from the RHRA's Toronto office at least two day per week, with flexibility for working from home. Required office equipment (laptop, headset, softphone) will be provided. Please note that applicants who receive any conditional offer of employment from RHRA will be required to provide proof that they are double vaccinated with a COVID-19 vaccine approved by Health Canada as a condition of employment and to maintain their status as fully vaccinated as a

condition of continued employment. RHRA will consider individual requests for accommodation by applicants who cannot be fully vaccinated due to grounds protected under the Human Rights Code.

*Interested candidates may submit their **cover letter and resume to** careers@rhra.ca by February 10, 2023.*

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.

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.