

Position: Manager, Partnerships and Engagement
Location: Hybrid – Head Office in Toronto
Status: Full-time, Permanent
Salary: Commensurate with experience

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.

The RHRA offers a great working environment, learning and development opportunities, work-life balance and, a competitive compensation and benefits package.

Are you:

- a people manager, with solid understanding of community relations, compliance, and crises management?
- an excellent communicator, adept at building and maintaining stakeholder relationships in a complex and politically sensitive environment?
- an innovator - able to think outside the box, question the status quo, and with the innate desire to continuously improve programs and processes?
- a critical thinker, attentive to detail and with ready capability to adapt to new, different, or changing requirements?
- passionate about positive change, protecting the rights of consumers and contributing to an organization mandated with such a mission for our elderly population?

This could be the opportunity for you.

The RHRA is seeking candidates for the role of **Manager, Partnerships and Engagement**, who will lead and provide oversight for the operations of community partnership building, compliance support, and crisis management. Managing a team of Specialists, and reporting to the Director of Regulatory Operations, key responsibilities for this role include:

- developing and executing the community partnerships and compliance support programs
- educating retirement home operators on compliance requirements through the development of guidance material and overseeing compliance support specialists who assist retirement homes in understanding legislative requirements.

- Developing, implementing, and monitoring an effective system for identifying, reporting, and tracking trends and recommending action(s) to increase compliance and ensure retirement home resident well-being
- Improving overall compliance in the sector through identification of issues and responding by consulting with community partners to develop strategies such as educational resources, tools and supports and communications efforts to respond to issues effecting RH, residents and their families and caregivers.
- engaging community partners involved in oversight and support of retirement homes in crises to ensure achievement of the organization's mandate under the Retirement Homes Act, 2010 ('the Act') and its Regulations. Initiates, facilitates or participates in meetings with partners to manage crises situations. Oversees the RHRA response to specific crisis situations to ensure appropriate timely regulatory action is taken and the emergency fund is administered appropriately for the welfare of residents.
- Develops a network of stakeholders to support the work of the RHRA engaging on identified issues impacting the quality of life for residents and maintaining a network of partners to help support retirement homes in managing or avoiding crisis situations.
- Establishes and maintains good relationships with external partners/stakeholders to better understand their activities and how they can support our compliance activities. This includes establishing, communicating and documenting integrated incident management system roles and accountabilities for shared understanding.
- Works internally to enhance the organization's understanding of the work of community partners and how this knowledge might inform the work of the RHRA and externally to position the RHRA as a key stakeholder in the oversight of safe senior's housing.
- Collaborating with the Managers of Inspections and Enforcement to ensure applicable action is taken related to homes failing to comply with the RHA.
- Establishing applicable program performance measurements, ensuring alignment of unit plans and programs for data gathering and reporting.
- Prepares and provides reports to the Director and others as requested, on program activity, efficiency, effectiveness as well as participates in, and creates memos and reports for the Registrar Decision Meetings in order to inform the Deputy Registrar/Registrar as required.
- Managing assigned staff through effective recruitment, development, mentoring, and coaching,

Minimum Qualifications:

- Bachelor's or related under-graduate achievement or equivalent of education and experience.
- Demonstrated competency and achievement relating to legislative and regulatory environment.
- Proven crisis management experience, coupled with strong stakeholder relations capabilities.
- 6-8 years of extensive experience in a similar capacity to understand relevant issues related to strategic planning, regulatory compliance, consumer protection and public administration.
- Experienced manager of people and processes.
- Knowledge of the retirement homes sector, seniors' health, care and housing issues.

Required Competencies:

- Solid understanding or ability to quickly learn and comprehend the Retirement Homes Act and its regulations, in order to effectively interpret requirements, develop appropriate policies relative to the operation and be a lead expert in the area.
- Strategic thinking and planning capabilities with demonstrated political acuity.
- Ability to engage, build trust and collaborate with a variety of stakeholders.
- Excellent communication and stakeholder skills with the ability to effectively represent the organization.
- Excellent team leadership, coaching, project management and mentoring skills, with the ability to work in an open and consultative manner with colleagues/ peers/ subordinates to accomplish goals through influence management and motivation.
- Organized and detail-oriented, able to work well under deadlines in a changing environment and crisis situations while performing multiple tasks effectively and concurrently.
- Excellent verbal and written communication skills with the ability to be precise and direct in communicating to various groups, internally and externally; and to prepare and oversee the development of high quality documents, senior level reports, correspondence, etc.
- Analytical, problem solving and resolution skills to plan and develop effective processes and programs and to identify impediments and implement/recommend approaches and strategies to resolve issues.
- Considerable judgment and discretion in dealing with retirement home licensees, often on complex, contentious and sensitive issues, in an accountable and transparent manner.
- Demonstrated qualities of diplomacy, decisiveness, a high degree of credibility, independence, integrity, confidentiality and trust.
- Computer proficiency with enhanced working knowledge of MS Office Suite.
- Bilingualism (French/English), considered an asset.

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 **March 24, 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.