

Position: Partnership & Engagement Specialist
Location: Hybrid – Head Office in Toronto, ON
Status: Full-time, Permanent
Salary: Commensurate with skills and experience

Are you:

- Skilled in the areas of partnership-building, relationship management, communication and interpersonal abilities?
- A critical thinker, who is attentive to detail with top-notch reporting, collaboration and client services skills?
- Team results-oriented, with proven ability to work in difficult and complex environments while demonstrating strengths in prioritization, diplomacy and critical and logical thinking?
- Passionate about positive change, protecting the rights of consumers and contributing to an organization mandated with such a mission for our elderly population?

If so, this could be the opportunity for you!

The RHRA is seeking qualified individuals for the role of Partnership & Engagement Specialist. Reporting to the departmental manager, the successful candidate would be responsible for owning, establishing, and maintaining relationships with community partners and managing regulatory compliance support activities and crisis support/response with retirement home licensees undertaken with the objective of helping homes achieve compliance with the *Retirement Homes Act, 2010* and its regulation. This position also works in collaboration with Inspections and Enforcement to provide accurate and up-to-date information to assist in regulatory decision making.

Key responsibilities include:

- Work to improve overall compliance in the sector by consulting with retirement homes and community partners to identify issues and develop strategies such as educational resources, tools, and communication efforts to mitigate identified risks
- Develop clear and realistic education and action plans for licensees, with specific objectives within a specified schedule; and work effectively with operators to implement plans and monitor and assess progress toward meeting education and action plan goals
- Make compliance and enforcement recommendations to the Enforcement Manager as appropriate, based on analysis of findings on a case-by-case basis
- Provide and facilitate education at the retirement home and corporate chain level to ensure comprehension and alignment with compliance requirements
- Maintain a network of community partners to support retirement homes in achieving and sustaining compliance; and managing or avoiding crises situations
- Respond to homes in crises to ensure they are following RHRA requirements and provide support in accessing available stabilization resources
- Network effectively to acquire and develop effective community partner relationships and promote the role, aims, policies, and objectives of Retirement Homes Regulatory Authority to these community partner organizations

- Establish and maintain a partnership evaluation protocol that ensures that potential partner organizations are responsive, managed openly and effectively, and work with similar or complementary objectives
- Contribute to cross-functional projects, continuous improvement objectives and other organizational initiatives as required

Minimum Qualifications:

- Bachelor's or related undergraduate achievement or equivalent of education and experience in a related field.
- Knowledge of retirement homes sector, seniors' healthcare, community home care and/or housing issues/models
- Crisis management experience
- Proven partnership building skills
- At least 3 years of related/transferrable work experience
- Demonstrated competency and achievement relating to legislative and regulatory requirements
- Proven experience with driving improvements in regulatory compliance

Required Competencies:

- Solid understanding or ability to quickly learn the *Retirement Homes Act* and regulation to effectively interpret requirements and communicate to partners
- Bilingualism – French/English – oral and written - considered a significant asset
- Planning capabilities with demonstrated political acuity
- Excellent relationship management skills with an ability to engage, build trust, and collaborate with a variety of partners
- Excellent verbal and written communication skills with the ability to be precise and direct in communicating to diverse internal and external groups and to prepare high quality documents for internal and external review
- Able to work in a high stress situation while performing multiple tasks
- Effective attention to detail and a high degree of accuracy
- Strong work ethic and positive team attitude
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills
- Demonstrated ability to develop and deliver training and associated documentation
- Maintain professional skills and refine expertise through appropriate developmental activities
- Proficiency in Microsoft Office (MS Word, Excel, PowerPoint)
- Comfortability working with databases (data-entry, report generation) and achieving service level agreements (accuracy and timeliness)

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 days 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.

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

About RHRA

The Retirement Homes Regulatory Authority (RHRA) has the mandate to license and inspect Ontario's more than 770 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. 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.

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