

**Position:** Intake Assessor  
**Location:** Toronto  
**Status:** Full-time, Permanent  
**Salary:** Commensurate with level of experience, target annual base salary around \$55,000

**Are you a systematic thinker, able to triage over the telephone and make rapid and informed decisions about sensitive and potentially difficult situations 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 Intake Assessor.**

Acting as a frontline of the RHRA, the **Intake Assessor** 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:**

- Receive inbound calls, emails and incoming mail, and assess individual inquiries/complaints while observing established and varied protocols on a case-by-case basis.
- Triage reports to assess harm or risk of harm to retirement home residents to determine appropriate course of action; identify risk factors and escalate priority issues to ensure that emergency situations are handled expeditiously.
- 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.
- Participate in resolution processes in order to resolve client concerns where appropriate.
- Provide guidance to the public, retirement home operators and other stakeholders regarding COVID-19 directives and policies; process outbreaks as reported.
- Maintain case files in accordance with established standards using a case management system.
- Provide requested information or route calls/correspondence to the appropriate resource in accordance with established standards.
- Attend and participate in team meetings and briefings.

**Minimum Qualifications:**

- 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.

- 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.
- Bilingualism, French and English, written and spoken is a significant asset to communicate with individuals province-wide.
- 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. RHRA currently operates in a hybrid work environment with the expectation of a minimum of one day per week of work from the RHRA's Toronto office, with some 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 may 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.

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

*Interested candidates may submit **their cover letter and resume to [careers@rhra.ca](mailto:careers@rhra.ca) by October 8, 2024.***

*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.*