

Position: Project Manager
Location: Hybrid
Status: Full-time, Permanent
Salary: Base salary around \$112,000 - commensurate with level of experience
Level: Experienced professional

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 780 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.

Are you an experienced, self-motivated project manager, who is able to manage projects that range in complexity, duration, size and cross-functionality of project team, and subject area? 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?

The RHRA is seeking experienced candidates for the role of **Project Manager**. This position reports through the Strategy, Governance and Corporate Administration function of the organization, and the successful candidate will have accountability and responsibility for objectives in two key areas:

Direct Project Management:

Acts as Project Manager for assigned projects ensuring projects are delivered to set goals and targets. This involves all aspects of the project management lifecycle: project initiation, planning, design, execution, monitoring and control, and close-out.

Uses appropriate project management tools, supports multiple projects through planning, prioritizing tasks, deadlines/constraints, and resource utilization.

Prepares and distributes Project Charters / Plans to communicate the scope of work, associated budgets and project schedules to appropriate stakeholders for consensus and formalized approvals by identifying project objectives and key results, project stakeholders, project constraints, procurement needs, project phases, detailed tasks, time and costs, and including potential risks and strategies for risk mitigation; and appropriate team resources to participate at each phase in each project.

Promotes collaborative project planning with the Executive Sponsor to ensure the project deliverables meet the objectives, and ensures regular and informative reporting, prompt escalation of issues when required.

Works with project team members (internal and external) to manage expectations, ensures roles and responsibilities are clear and unambiguous, provides timely reporting/ status updates, acts as a liaison to identify concerns and translate requirements between groups to facilitate timely and appropriate resolution,

etc. Provides direction and influence to engender collaboration, adherence to project parameters, early identification and resolution of issues

Contributes to the discipline of Project Management discipline at RHRA:

Functions as an internal subject matter expert on project management best practices, providing advice to other RHRA staff to ensure that appropriate process standards and practices are met. May be involved in the review of project plans, project charters, scoping and related documents and practices across the RHRA to ensure they align with established standards, methods, guidelines and tools.

Participates in the definition and maintenance of processes, procedures, methods, guidelines and tools for project management. Actively supports the building of project management capacity and consistency across the RHRA by assisting with the development and delivery of related training and coaching.

Maintains awareness of current project management best practices and promotes them throughout the RHRA and attends training and education sessions and keep up-to-date with existing and new professional, legislative and/or regulatory developments that are relevant to the job and organization.

Minimum Qualifications:

- Bachelors' degree in relevant discipline (Business Administration, Life Sciences, Healthcare, Engineering)
- At least 10 years' relevant, practical experience, or a combination of equivalent education and experience – demonstrated experience in a regulatory environment or similar industry would be considered a great asset.
- Expertise in project management approaches and methodologies; PMI, PMP or other project management training/certification is an asset.
- Expertise in process analysis and improvement.

Required Competencies:

- Ability to learn and fully understand RHRA's business, to work effectively with management and staff.
- Strong understanding of the project management lifecycle, and appropriate usage of waterfall vs agile vs hybrid methodologies
- Results focused and demonstrated ability to deliver value to the business via project execution.
- Exceptional conceptual and analytical thinking and problem-solving skills to gather, clarify and filter information, interpret, and assess what true business needs are, critically examine issues, and identify the strengths and weaknesses in current systems/approaches and of alternative solutions.
- Superior planning, organizational and time-management skills to develop and manage multiple, concurrent activities and projects, to set and maintain priorities, create detailed work plans, organize, and manage own work, and, to meet conflicting demands.
- Strong analytical thinking, able to identify trends, anomalies, and focus areas from data reports.
- Ability to adjust project management approach to the particular project, thereby ensuring "just enough project management governance".
- Strong written communication skills to prepare concise and compelling reports and presentations with well-structured thoughts.
- Strong verbal communication skills to articulate and present arguments, actively listen, facilitate discussions, and influence action at all levels.

- Advanced interpersonal, consultative, facilitation, negotiation, 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 and externally with vendors, consultants, partners, and organizations such as advocacy groups and other regulators.
- 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 competence in developing, re-engineering, and improving business processes.
- Advanced computer proficiency in Microsoft Excel, Visio, PowerPoint, and Project and other relevant productivity tools.
- Effective process documentation skills, knowledge of approaches, tools and techniques for gathering information, and the ability to extract and express technical concepts in simplified language and visual format.
- Ability to exercise a high level of professionalism and discretion with confidential and sensitive information.
- Self-directed, motivated, and proven ability to work independently.

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

Other Requirements:

Satisfactory Professional and Criminal Reference Checks. RHRA currently operates in a hybrid work environment with the expectation of a minimum of being on site at the RHRA's Toronto Office on Wednesday of each week. 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.

*Interested candidates may submit **their cover letter and resume to careers@rhra.ca by November 15, 2024.***

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.