

Position: Specialist, Complaints and Client Services
Location: Toronto
Status: Full-time, Permanent
Salary: Base salary between \$80,000 – 90,000 commensurate with level of experience

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.

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

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 candidates for the role of **Specialist, Complaints and Client Services**. The candidate will, in consultation with the Complaints and Client Services team leadership, be primarily responsible for owning, establishing and maintaining relationships for the RHRA regulatory compliance processes. This includes complaint handling and decision drafting. The incumbent will provide guidance and recommendations on decision-making regarding complaint cases to the Deputy Registrar and Licensee Compliance Assurance team. Working with the Licensee Compliance Assurance team, the incumbent shares responsibility for the ongoing review, development, implementation and evaluation of regulatory compliance information, documentation, policies, practices, and procedures to ensure compliance with the *Retirement Homes Act, 2010* and its regulations.

A solutions-driven and results-oriented professional, with advanced analytical, risk assessment, drafting and case management skills, will amongst other responsibilities:

1. Be responsible for the effective and efficient management of all aspects of the **Complaints** process, as delegated by the Registrar and as set out under the Act, including:
 - determining and carrying out (or referring) actions needed to address a complaint;
 - drafting decision letters;
 - ensuring accurate and timely maintenance of case management requirements;
 - communicating with complainants and licensees;
 - mediating and resolving complaints between licensees and complainants;

- responding to and addressing inquiries from licensees and other stakeholders;
- creating and providing analytical summaries and reports;
- educating and liaising with internal staff on issues; and
- liaising with the Complaints Review Officer.

Minimum Qualifications:

- Bachelors degree in a relevant field (law, criminology, business, public administration or health).
- 5+ years' relevant work experience; or equivalent of education and experience.
- Understanding of the regulatory environment, processes and issues.
- Understanding of the principles of administrative law.

Required Competencies:

- Proven understanding of the principles of legal drafting and excellent ability to draft legally defensible and enforceable documents in clear appropriate language.
- Comprehensive understanding of, or ability to quickly learn, the Act and its regulations.
- Exceptional critical thinking, creativity and independent problem-solving skills.
- Exceptional written and verbal communication and interpersonal skills.
- Exceptional time- and file-management skills.
- Strong facility with data management, and ability to become literate in analytics to contribute toward the organization's evolving analytics program.
- Ability to exercise a high level of professionalism and discretion with confidential and sensitive information.
- Self-directed, motivated and proven ability to work independently, as well as, to collaborate within a team.
- Computer literate with intermediate proficiency in Microsoft Office productivity tools (Word, Excel, PowerPoint, Outlook)
- Bilingualism, French and English, written and spoken is not required but would be an asset.

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.*

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.