

Position: Manager, Licensing
Location: Hybrid – Head Office in Toronto
Status: Full-time, Permanent
Salary: Salary range of \$100,000 – \$115,000 - Commensurate with experience

Are you:

- A people manager with the ability to lead, develop, motivate and manage a high-performing team in a fast-paced evolving regulatory environment, who creates learning opportunities, encourages participation, and values the contributions of staff?
- 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 ready 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, Licensing** who is accountable for the strategic and operational leadership of the Licensing team, and ensuring the proper licensing of retirement homes. The incumbent reports to the Director, Licensee Compliance Assurances and works as an integral member of the management team towards achievement of the RHRA mandate. key responsibilities for this role are:

- Develop, document, implement, administer and maintain policies, programs and procedures necessary to meet high-end standards of execution in effective management of Licensing.
- Aligns licensing practices with right touch regulation principles, including making recommendations for changes to processes.
- Continuous monitoring and fine-tuning protocols and other internal control processes, in order to measure effectiveness, and facilitating early risk identification and mitigation.
- Support the Registrar’s decision-making through effective quality control of reports by establishing standards of thoroughness and clarity. Review reports and analyze data to identify issues and provide written supplemental reports that recommend appropriate action in achieving the RHRA’s mandate.
- Under the direction of the Director, Licensee Compliance Assurance develops the operational plan - including performance indicators for Licensing that are aligned with the strategic priorities of the organization.
- Collaborate with internal teams (e.g., Risk & Analytics, Policy) to maintain proactive and risk-aligned licensing practices. Additionally, collaborate with Communications, and Governance colleagues to ensure timely and accurate information is provided to the media, the Board, and other key stakeholders.
- Interpret and operationalize legislation and regulations, subsequent amendments and other legislation impacting retirement homes, applicants and licensees. Keep up to date with existing and new legislative, regulatory and industry developments that are relevant to the function, and

continually review, question and, propose and/or manage the development of or revisions to RHRA's policies and procedures.

- Ensure adequate applicant vetting is conducted to ensure retirement homes are operated in a manner that is not prejudicial to the health, safety or welfare of residents.
- Oversee inquiries into concerns regarding Licensee financial stability, ensuring that information is thoroughly analyzed and transformed into actionable recommendations.
- Manage, coordinate, and streamline licensing administration activities, overseeing processes related to the self-service portal and other document submission methods.
- Manage the functional human resources aspects for the team and supervise day-to-day assigned operations, monitor progress of work, review and evaluate work, identify risks in the delivery of priorities and implement timely resolution of issues. Demonstrate openness and trust through the sharing of information, and by being visible and accessible to the team. Ensure that an effective and appropriately skilled team is hired, developed and maintained, a culture of continuous improvement is created, effective results are delivered in a timely manner, and individual and team performance are optimized. Through coaching and facilitation empower staff to attain optimal work performance with a high level of personal responsibility and self-management.
- Review operating expenditures related to the functioning of the team, in accordance with established policies and procedures.
- Monitor developments in the retirement home sector, including market trends, corporate shifts (e.g., acquisitions, consolidations).
- Analyze financial and stock market performance of key retirement home operators to anticipate potential risks and regulatory impacts.
- Review sector reports and demographic projections to assess whether the industry is keeping pace with demand for seniors' housing.
- Engage with external stakeholders, including industry associations and financial analysts, to gather insights and inform licensing strategies.
- Lead and/or participate in committees, project teams, or external events contributing knowledge, skills and experience, as requested.

Minimum Qualifications:

- Bachelor's degree in Business or Public Administration and 5 years of licensing, people and process management experience; or an equivalent combination of education and experience.
- Strong legal background, especially in Regulatory/Administrative law.
- Preference is given to experience with a relevant Regulated Health College or Delegated Administrative Authority.
- Solid knowledge of various ownership and corporate controlling interest structures.
- Experience reviewing financial records and business planning information.
- Solid knowledge of and experience in stakeholder relations.
- Experience with, and knowledge of, regulatory/administrative legal procedures related to regulatory body interventions and standards is highly desired.

- Considerable knowledge of retirement homes or seniors housing is an asset.
- Bilingualism, French and English, written and spoken is a significant asset to communicate with applicants/licensees province-wide.
- Computer proficiency with enhanced working knowledge of Microsoft Office Suite.

Required Competencies:

- Innovative and self-motivated to drive programs forward to correlate with a maturing organization.
- Solid understanding of, or ability to quickly learn, the Act and its regulations, and the ability to apply them along with relevant policies and procedures in the conduct of duties.
- Demonstrated ability to understand and apply knowledge of legislation, regulations, public policy and compliance issues affecting seniors' care and their housing in retirement homes.
- Demonstrated leadership and commitment to RHRA values and mandate, setting high standards for self and others.
- Demonstrated innovative ability to think outside the box, question the status quo, and with the innate desire to continuously improve programs and processes.
- Excellent critical thinking and problem-solving skills, and the ability to manage complex problems that may overlap among multiple areas.
- Excellent communication skills, with the ability to communicate complex issues and concepts clearly and effectively to varying audiences, internally and externally.
- Well-developed management-level report writing and presentation skills, with attention to detail.
- Ability to lead, develop, motivate and manage a high-performing team in a fast-paced evolving regulatory environment, along with proven examples of a management style that creates a learning environment, encourages participation, and values the contributions of staff.
- High integrity and ability to effectively research, analyze, interpret and make sound and ethical judgments on complex projects/issues/problems and resolve contentious and/or sensitive issues in an objective and transparent manner.
- Exceptional interpersonal skills and client-service orientation, demonstrating the ability to gain the confidence and respect of internal and external stakeholders.
- Superior analytical skills and judgment to assess risks - filtering what is relevant and appropriately determining when an issue needs to be escalated and making appropriate recommendations.
- High initiative, prioritizing and time-management skills and exceptional ability to perform in a high volume, politically sensitive, and dynamic environment with minimal supervision.

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, cell phone) 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 **March 14, 2025**.*

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 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.