

Position: Education Specialist, Compliance
Location: Hybrid – Head Office in Toronto
Status: Full-time, Permanent
Salary: Targeting a base salary between \$80,000 – 90,000

Are you:

- a skilled professional in compliance education with hands on experience developing and delivering meaningful materials to a wide variety of adult audiences?
- excited by the opportunity to shape educational material and content in a regulatory organization committed to the delivery of right-touch regulation?
- an excellent communicator, adept at building and maintaining stakeholder relationships in a complex and politically sensitive environment?
- 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 with ready capability to adapt to new, different, or changing requirements?
- An effective contributor within a team who finds constructive ways to engage with colleagues to ensure performance outcomes are achieved and team dynamics are positive?

If so, this could be the opportunity for you!

The **Education Specialist, Compliance** at the Retirement Homes Regulatory Authority (RHRA) is responsible for leading the organization's design, development, and implementation of its compliance education programs and materials for licensees.

Working closely with internal staff to identify gaps and opportunities to improve existing and create new compliance education products and materials to support improved compliance based on the-identified regulatory risks and issues within the sector. This role will also establish community partnerships and work closely with licensees to inform their work. Key accountabilities include:

- Advising, informing and contributing to the development of the organization's sector facing compliance education strategy
- Developing compliance education materials to support the organization's commitment and delivery of right-touch regulation and working internally with other functions to ensure RHRA's compliance education approach is evidence-based and is prioritized based on the associated risk to residents and non-compliance trends.
- Strengthening licensee relationships and identifying opportunities to help retirement homes improve compliance
- Exploring and recommending opportunities to host compliance education forums (virtual and in person) for licensees
- Supporting and working closely with Licensee Engagement Forum (LEF) ensuring that any compliance education materials produced will resonate across a diverse and varied sector and achieve compliance outcomes that will improve resident health and wellbeing

- Building external partnerships to transform RHRA's approach to a more compliance education-focused regulatory strategy that resonates with the Retirement Home sector.
- Integrating current and emerging evidence-based knowledge translation strategies into RHRA plans and objectives for various and specific audiences
- Preparing and presenting recommendations to the RHRA's leadership and management teams on fiscally responsible options and engagement approaches to maximize the use of compliance education for improving compliance and understanding of expectations for retirement home operators

Minimum Qualifications:

- Bachelor's or other undergraduate achievement coupled with previous experience developing and delivering compliance education programs and/or providing proactive compliance support in another regulatory environment would be a definite asset.
- Minimum 5 years of experience in a similar capacity to understand educational design and program planning, regulatory compliance, stakeholder engagement management and the implementation of both internal and external education materials and training.
- Knowledge of/experience in retirement homes, seniors, and the healthcare sector.
- Proven experience in the development, implementation, delivery, and training of educational materials or programs.
- Strong communications skills (written and verbal) and ability to interpret complex information/requirements and create accurate plain language compliance education materials for a diverse range of retirement homes.
- Experienced with the practical and theoretical principles of knowledge translation and implementation
- Experienced in building and maintaining partnerships with multiple stakeholders to achieve common goals.
- Demonstrated competency and achievement relating to legislative and regulatory environments.

Required Competencies:

- Solid understanding or ability to quickly learn the Act and its regulations, to effectively interpret requirements and be a lead expert in the area.
- In-depth knowledge of adult learning principles with the ability to utilize theory to inform, design, implement and assess learning content and materials.
- Demonstrated knowledge of translation methods and best practices to provide knowledge translation and implementation expertise, advice, and support.
- Proven project management skills to lead a variety of knowledge translation and implementation projects.
- Strong organizational skills and attention to detail
- Understanding of both qualitative and quantitative analyses.
- Understanding of how print and electronic forms of communication can be used to effectively disseminate information for the sector.

- Demonstrated presentation and facilitations skills in a variety of mediums, including webinars and in-person engagements.
- Strong work ethic with the ability to handle a variety of interest groups and manage multiple tasks and competing priorities.
- Excellent verbal and written communication skills with the ability to be precise in communicating to various groups, internally or externally.
- Demonstrated qualities of diplomacy, decisiveness, a high degree of credibility, independence, integrity, confidentiality, and trust.
- Computer proficiency with enhanced working knowledge of MS Office Suite. Experience with various Learning Management Systems (LMS) and Customer Relationship Management systems (CRM) would be considered an asset.
- Bilingualism (French/English) considered an asset.

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

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 (Wednesdays) 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.

Interested candidates may submit their cover letter and resume to careers@rhra.ca **by March 19, 2025.**

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.