

Position:	Decision Writer
Location:	Toronto, ON – RHRA operates in a hybrid working environment
Status:	Full-time, Permanent
Reporting to:	Manager, Complaints & Client Services
Salary:	\$83,140 to \$103,920 – Commensurate with level of experience
Vacancy Status:	This position is for a current opening

The RHRA is seeking candidates for the role of **Decision Writer**. In this position you will be responsible for drafting clear, well-reasoned, accurate, and defensible written decisions for complaints. This includes collaborating with the Deputy Registrar and Licensee Compliance Assurance team to analyze, understand available evidence and apply the outcomes approved by the Deputy Registrar. Working within the Regulatory Operations team, you will share responsibility for the ongoing development, implementation and evaluation of the complaints process to ensure compliance with the *Retirement Homes Act, 2010* and its regulations. Success in this role will be achieved through clear and consistent complaint decision drafting, along with excellent communication, information upkeep and file maintenance.

Key Responsibilities:

- Drafts penultimate decision letters that are clear, concise, defensible, and well-reasoned.
- Collaborates with the Regulatory Operations team by participating in complaints decision meetings to understand and apply the outcomes and dispositions for complaint matters as directed by the Deputy Registrar.
- Assesses the risk throughout the writing process to craft decisions that mitigate risk for RHRA.
- Analyzes, interprets and integrates evidence, submissions, and investigation findings into structured coherent decisions.
- Ensures consistent application of the *Retirement Homes Act, 2010* and its Regulations.
- Applies organizational policies and decision precedents to ensure consistency and defensibility resulting in decisions that can withstand scrutiny of the public, the CRO, and courts if necessary.
- Employs understanding of the RHRA's voice and consistent alignment with and application of the Deputy Registrar's voice within decisions.
- Ensures all aspects of decision drafting and related collaboration are conducted on time to meet service level standards.
- Liaisons with the Complaint Review Officer when needed.
- Manages sensitive and confidential information in accordance with legislative requirements.
- Recommends and provides insight on procedures or process improvements when recurring issues or gaps are identified.
- Performs revisions on template documents as needed.
- Tracks required data pertaining to assigned cases and completes appropriate document management.
- Supports the Manager of Complaints and Client Services through effective and efficient management of all aspects of the complaints process.

- Performs a full cycle review to determine and carry out actions needed to address complaints (e.g., inspections, inquiries, resolutions, enforcement).
- Communicates with complainant(s) and licensee(s) as needed.
- Supports in the drafting of the memoranda of instructions as needed.
- Proactively ensures continuous quality improvement of the complaint process.
- Enters data into the RHRA's case management system and ensures integrity of same.
- Ensures all complaints activities are carried out in a timely manner to meet service level standards.
- Assists with the reporting and analyzing of the RHRA's complaints process, including identifying other duties needed to efficiently and effectively manage complaints.
- Acts as a functional resource by participating in the effective onboarding and training of relevant staff as needed.
- Provides ongoing timely support to inspectors and other staff by responding to ad hoc queries on particular cases and process issues as requested.
- Works with cross-functional project teams (e.g., Intake, Licensing, Inspections, Enforcement, etc.) by providing analysis and contributing to strategy development, implementation and evaluation.
- In conjunction with the Regulatory Operations team, contributes to the development of Regulatory Compliance policies and procedures through collaboration with appropriate staff.
- Collaborates with appropriate staff to participate in research and data analysis relevant to Regulatory Compliance activities.
- Collaborates with appropriate staff to identify and analyze issues and trends pertaining to compliance with the *Retirement Homes Act, 2010* and prioritizes the development of applicable *standards*.
- Supports the development of regulatory compliance standards through participation in project groups or individual assignments.
- Attends and constructively participates in team, department and organization meetings and briefings.
- Plays a full and active role in achieving department and organization objectives.
- Participates in continuous quality improvement activities through process reviews, identifying opportunities to streamline work, providing and receiving constructive feedback.
- Attends training, education sessions and stays current on existing, new legislative and regulatory developments that are relevant to the position and organization.
- Identifies opportunities for the development and/or revision of new or existing supports, tools, policies and programs to support the compliance support process.
- Actively seeks and accepts feedback from Manager and other staff, to continually improve own performance.
- Performs other special projects as required.

Minimum Qualifications:

- Bachelor's degree in a relevant field (Law, Criminology, Business, Public Administration or Health).
- 5+ years' decision drafting experience; or equivalent of education and experience.
- Strong legal background, especially in Regulatory/Administrative law.
- Understanding of the regulatory environment, processes and issues.
- Understanding of the principles of administrative law.
- Experience with a relevant Regulated Health College or Delegated Administrative Authority considered an asset.

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, 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.
- 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 to the Regulatory Operations team, Deputy Registrar and Registrar.
- Exceptional critical thinking and sound judgment.
- Strong independent problem-solving skills, and the ability to manage complex problems.
- Exceptional written and verbal communication and interpersonal skills with the ability to communicate complex issues and concepts clearly and effectively to varying audiences, internally and externally.
- Exceptional organizational, time, and file-management skills.
- High initiative, prioritizing, time-management skills and exceptional ability to perform in a high volume, politically sensitive, and dynamic environment with minimal supervision.
- Strong facility with data management, and the 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.

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

Other Requirements:

Satisfactory Professional and Criminal Reference Checks. RHRA currently operates in a hybrid work environment. 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 **January 16, 2026**.*

RHRA has a diverse workforce and is an equal opportunity employer. We welcome and encourage applications from people with disabilities. Accommodation is 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.