

Position: Enforcement and Legal Operation Specialist
Location: Toronto, ON – RHRA operates in a hybrid working environment
Status: Full-time, Contract (6 months)
Reporting to: Senior Counsel, Manager of Legal
Salary: \$70,460 to \$88,070 – Commensurate with level of experience
Vacancy Status: This position is for a current opening

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 ready to make a difference? We are looking for a detail-oriented professional with strong skills in administrative law, regulatory enforcement, and privacy. If you are a critical thinker who excels in legal analysis, drafting, and collaboration, and thrives in complex environments, this role is for you!

The RHRA is seeking candidates for the role of **Enforcement and Legal Operations Specialist**. The candidate will, in consultation with the Enforcement and Legal Operation team leadership, be primarily responsible for reviewing and managing enforcement cases, drafting orders, and maintaining carriage of assigned cases until closed. The incumbent will provide support on legal and privacy matters to support the RHRA's fulfillment of its mandate under the *Retirement Homes Act, 2010* and its regulations. Success in this role will be achieved through excellent client service delivery, communication, information upkeep and file maintenance.

Key Responsibilities:

- Maintaining carriage of assigned Enforcement cases for the entire lifecycle of the cases. This includes:
 - Reviewing and analyzing inspection material and working with regulatory operations staff to obtain additional information where necessary;
 - Using analysis of case material to develop, draft, and present enforcement recommendations to the Senior Counsel, Manager of Legal and Registrar/Deputy Registrar;

- Drafting and serving Enforcement documents such as memoranda of instruction, notices, warnings, letters and orders
- Preparing documents for appeal matters, assisting internal and external counsel with appeals or court proceedings
- Communicating with licensees/operators regarding Enforcement matters as appropriate and coordinating external services as required
- Attending Registrar Decision Meetings to present Enforcement recommendations, record instructions and other relevant information, and coordinating, organizing, facilitating, attending and documenting internal Enforcement and Legal meetings
- Ensuring Enforcement and Legal documents are appropriately organized and filed
- Providing appropriate information regarding Enforcement matters in response to internal and external inquiries and facilitating corporate searches, credit checks, and other searches as required
- Supporting privacy related activities, including reviewing and responding to requests for information, including redacting documents, and assisting with Privacy Impact Assessments.
- Researching and reviewing relevant case law, internet directories and legislation in support of Legal, Privacy, and regulatory functions
- Contributing to the development and drafting of policies and procedures for the Legal department
- Supporting other members of the Enforcement team by reviewing and editing work, drafting legal correspondence, assisting with development, maintenance, and organization of templates, procedures and policies, and preparing information/educational materials for internal and external presentations
- Supporting the Compliance Monitoring function as required, including temporarily filling in for absences
- Assisting with oversight, training, and supervision activities as required
- Contributing to cross-functional projects, working groups, continuous improvement objectives and other organizational initiatives as required
- Actively seeks and accepts feedback from Manager and other staff, to continually improve own performance.
- Performs other special projects as required.

Minimum Qualifications:

- University or College degree in a relevant field. Legal education (law/paralegal) is an asset.
- 3 - 6 years' relevant work experience; or equivalent of education and experience.
- Understanding of the regulatory environment, processes and issues.
- Familiarity with the principles of administrative law, including procedural fairness and privacy.

Required Competencies:

- Strong critical thinking, analysis, and writing skills.
- Comprehensive knowledge or the ability to quickly learn the RHRA's policies, procedures and operations.
- Understanding of the business of a regulatory authority and its role in the industry.
- High level of initiative and strong ability to work independently and with minimal supervision.
- Ability to maintain confidentiality in handling highly sensitive information including personal health information.
- Highly organized with exceptional time-management, planning and administrative skills to manage variable workloads, set priorities, and to complete other assigned duties with efficacy.
- Computer proficiency utilizing Microsoft Office productivity tools
- Detail-oriented maintaining a high standard and quality of work; excellent proofreading skills.
- Ability to clearly and effectively communicate with others in written and verbal formats.
- Demonstrable flexibility and teamwork with the strong ability to exercise sound judgment, make decisions and problem-solve under pressure.
- Demonstrable professional, positive, and approachable attitude/demeanor, with the ability to build and maintain relationships with a wide variety of internal and external stakeholders.
- Actively seeks and accepts feedback.
- 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. 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 28, 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.