

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:	One (1) open position

About us:

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 70,000 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.

Position Summary:

We are seeking a skilled Decision Writer who excels at producing clear, accurate, and defensible written decisions that support fair and consistent regulatory outcomes. If you thrive in a dynamic environment, apply sound judgement when navigating complex information, and collaborate effectively with diverse teams, we invite you to bring your expertise to this impactful role.

Reporting to the Manager, Complaints and Client Services, you will draft clear, well-reasoned, accurate, and defensible written decisions for complaints. You will collaborate with the Deputy Registrar and the Licensee Compliance Assurance team to analyze evidence and apply approved outcomes. Working within the Regulatory Operations team, you will also contribute to 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 requires consistent, high-quality decision drafting supported by strong communication, diligent information management, and thorough file maintenance.

Key Responsibilities:

- Draft clear, concise, and defensible decisions that are well-reasoned and aligned with RHRA's regulatory framework.
- Collaborate across Regulatory Operations, participating in decision meetings to apply outcomes and ensure consistency with the *Retirement Homes Act, 2010* and RHRA policies.
- Assess and mitigate risk throughout the drafting process to ensure decisions withstand public, CRO, and judicial scrutiny.
- Analyze and synthesize evidence, including submissions, investigation findings, and precedent to produce coherent, structured decisions.

- Maintain RHRA's voice, ensuring decisions reflect organizational standards and align with the Deputy Registrar's direction.
- Manage sensitive and confidential information in accordance with legislative and organizational requirements.
- Ensure timely completion of all decision writing, documentation, and related activities to meet service-level expectations.
- Support the complaints process end-to-end, including liaising with the Complaint Review Officer, communicating with complainants and licensees, and performing case reviews to determine appropriate actions.
- Contribute to continuous improvement, identifying opportunities to enhance templates, processes, tools, and cross-functional workflows.
- Maintain accurate case data and ensure integrity within the case management system.
- Provide subject-matter support to inspectors and staff by answering case or process queries and assisting in onboarding and training as needed.
- Participate in cross-functional projects, supporting policy development, research, data analysis, and compliance initiatives.
- Engage actively in team and organizational meetings, offering insights to support departmental goals and quality improvement efforts.
- Stay current on legislative and regulatory developments relevant to RHRA's mandate.
- Undertake additional assignments or special projects as required.

Minimum Qualifications:

- Completion of a post-secondary degree in a related discipline such as Law, Criminology, Business, Public Administration or Health and/or a combination of relevant education and experience.
- Minimum of five (5) years of decision drafting experience or related/transferable work experience.
- Strong legal foundation with demonstrated experience in Regulatory or Administrative Law.
- Understanding of regulatory environments, administrative principles, and sector-specific issues affecting seniors' care.
- Experience with Regulated Health College or Delegated Administrative Authority is considered an asset.

Required Competencies:

- Advanced legal drafting skills with the ability to produce clear, defensible, and enforceable documents.
- Ability to quickly learn and confidently apply the Retirement Homes Act, 2010, its regulations, and organizational policies.
- Strong analytical and critical-thinking skills with the ability to identify relevant information, assess risk, and escalate appropriately.
- Excellent written and verbal communication skills, able to translate complex issues into clear, audience-appropriate language.

- Strong organizational and time-management capabilities, with demonstrated success in high-volume or fast-paced environments.
- Proactive, self-directed, and able to work both independently and collaboratively.
- Competent in data management and adaptable to emerging analytics tools.
- High level of professionalism, discretion, and sound judgment when handling confidential or sensitive information.
- Proficiency with Microsoft Office (Word, Excel, PowerPoint, Outlook).
- Bilingualism in French and English is an asset.
- Don't check all the boxes? We encourage you to apply anyway!

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.

Accommodation:

Retirement Homes Regulatory Authority (RHRA) has a diverse workforce and is an equal opportunity employer. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs.

Application process:

Retirement Homes Regulatory Authority (RHRA) invites applications from all qualified individuals. The RHRA is committed to equal opportunity, diversity in the workplace, equity and reconciliation, and welcomes applications from Indigenous people, Black and racialized groups, people with disabilities, 2SLGBTQ+ people and women.

Interested candidates may submit their **cover letter and resume** to careers@rhra.ca by **March 20, 2026**.

We thank all applicants; however, only those under consideration will be contacted.