

Position:	Licensee Engagement and Support Specialist
Location:	Toronto, ON – RHRA operates in a hybrid working environment
Status:	Full-time, Permanent
Reporting to:	Manager, Licensee Engagement and Support
Salary:	\$70,460 to \$88,070 – 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:

Reporting to the Manager, Licensee Engagement and Support, the **Licensee Engagement and Support Specialist** will support RHRA's regulatory mandate by promoting compliance with the *Retirement Homes Act, 2010* and its regulation, through education, engagement, and relationship management. The role works collaboratively with licensees and sector partners to enhance the understanding of legislative and regulatory requirements, including supporting consistent compliance practices across the sector. The Specialist will provide and identify education opportunities to operators on both an individual home level and licensee-wide basis with the objective of helping homes achieve a culture of care through compliance. Success in this role will be achieved through excellent client service delivery, increased licensee compliance through education, communication, and ability to build and maintain collaborative relationships.

Key Responsibilities:

- Work to improve overall compliance in the sector by consulting with retirement homes and community partners to identify issues and develop strategies such as educational resources, tools, and communication efforts to mitigate identified risks.
- Work with the Manager, Licensee Engagement and Support, delivering compliance education materials to support the organization's commitment and delivery of its regulatory approach.
- Participate in hosting compliance education forums (virtual and in-person) for licensees.
- Support the work of the Licensee Engagement Forum (LEF), using their insights to deliver compliance education materials that will resonate with the sector.
- Engage external partners to inform RHRA's compliance education-focused regulatory strategy.
- Develop clear and realistic education and action plans for licensees, with specific objectives within a specified schedule; and work effectively with operators to implement plans.

- Monitor and assess progress toward meeting education and action plan goals, including collaborating with the Legal and Enforcement team, as needed.
- Make compliance and enforcement recommendations to the Manager as appropriate, based on analysis of findings on a case-by-case basis.
- Provide and facilitate education to retirement home operators to ensure comprehension and alignment with compliance requirements.
- Engage partners involved in the oversight and support of retirement homes at a local level to strengthen sector education, share knowledge, and enhance access to external expertise that support compliance-focus initiatives.
- Work in partnership with the Manager to deliver on the organization's engagement strategy by building collaborative relationships with sector partners and supporting education initiatives that enhance understanding of regulatory requirements.
- Actively promote compliance across retirement homes.
- Work with cross-functional project teams as needed, by providing analysis and contributing to strategy development, implementation and evaluation.
- Actively participates in continuous quality improvement by participating in process reviews, identifying opportunities to streamline work, providing and receiving constructive feedback.
- Undertake additional assignments or special projects as required.

Minimum Qualifications:

- Completion of a post-secondary degree in a related discipline such as Public Health, Nursing, Social Work and/or a combination of relevant education and experience.
- Minimum of three (3) years of related/transferable work experience.
- Proven experience in the delivery and training of educational materials or programs.
- Knowledge of retirement homes sector, seniors' healthcare, and housing issues.
- Proven partnership building skills.
- Demonstrated competency and achievement relating to legislative and regulatory requirements.
- Proven experience with driving improvements in regulatory compliance.

Required Competencies:

- Solid understanding or ability to quickly learn the *Retirement Homes Act, 2010* and regulation to effectively interpret requirements and communicate to partners.
- Possess planning capabilities with demonstrated political acuity.
- Excellent relationship management skills with an ability to engage, build trust, and collaborate with a variety of partners.
- Strong interpersonal, verbal and written communication skills, including editing skills with attention to detail and a high degree of accuracy.
- Ability to interpret complex information/requirements and create accurate plain language compliance education materials for a diverse range of retirement homes.
- Demonstrate versatility in the ability to work independently and collaboratively to support RHRA's goals.
- Functional technological skills (e.g., Office 360, MS Office, SharePoint, software applications).

- Experience with various Learning Management Systems (LMS) and Customer Relationship Management systems (CRM) would be considered an asset.
- Strong work ethic and positive team attitude.
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills.
- Demonstrated presentation and facilitations skills in a variety of mediums, including webinars and in-person engagements.
- Ability to effectively build trust, rapport and foster collaboration with colleagues, licensee representatives and community professionals.
- Bilingualism – French/English – oral and written - considered a significant 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 **April 2, 2026**.

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