RHRA Retirement Homes Regulatory Authority

Position:	**Manager, Inspections**
Location:	**Toronto, ON – RHRA operates in a hybrid working environment**
Status:	**Full-time, Permanent**
Reporting to:	**Director, Licensee Compliance Assurance**
Salary:	**$99,760 to $124,710 – 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 Director, Licensee Compliance Assurance, the **Manager, Inspections** provides strategic and operational leadership for RHRA's inspections team. The role is accountable for ensuring a consistent, risk-informed, and high-quality inspection framework that supports compliance with the *Retirement Homes Act, 2010,* and advances resident safety and well-being. The Manager leads and develops a multidisciplinary inspections program, oversees inspection planning and quality assurances, and works collaboratively across regulatory functions to support timely, fair, and defensible compliance outcomes. This role plays a key part in continuous improvement initiatives, stakeholder engagement, and organizational decision-making related to inspection results, trends and risks.

Key Responsibilities:
- Provide operational leadership for RHRA's inspections program, ensuring a consistent, risk-informed, and high-quality inspection framework aligned with RHRA's regulatory strategy, the *Retirement Homes Act, 2010*, and its regulation.
- Oversee inspection planning, execution, reporting, and documentation, ensuring procedural compliance, consistency, and defensible regulatory outcomes.
- Establish, maintain, and continuously improve inspection policies, protocols, internal controls, workflows, and quality assurance processes to enhance effectiveness, efficiency, and risk identification.
- Monitor inspection performance indicators and operational plans to ensure alignment with organizational priorities and continuous improvement objectives.
- Review and analyze inspection findings and evidence to identify non-compliance, determine appropriate follow-up actions, and recommend remediation or enforcement within required timelines.

- Oversee the intake, assessment, prioritization, and triage of inspection referrals and files, including identification of matters requiring investigation or safety response.
- Support Director and Registrar decision-making through clear, thorough, and standardized inspection documentation and compliance-related correspondence.
- Manage critical incidents requiring inspection or safety response, ensuring timely escalation, communication, and documentation.
- Collaborate with enforcement colleagues to address significant or persistent non-compliance and support coordinated regulatory responses.
- Lead, develop and sustain a high-performing inspections team through recruitment, onboarding, training, coaching, supervision, and performance management.
- Foster a positive and collaborative team culture that promotes accountability, continuous improvement and high professional standards.
- Identify learning and development needs and deliver or coordinate training to maintain inspector competence and regulatory excellence.
- Manage functional HR and operational responsibilities, including scheduling, time-off approvals, health and safety and operation expenditures for the inspections function.
- Prepare reports, summaries, and correspondence related to inspection activities, trends, risks, and outcomes for internal and external stakeholders, including licensees and the public.
- Analyze inspection data and trends to inform organizational decision-making, procedure development, and continuous improvement initiatives.
- Work collaboratively with licensing, complaints, enforcement, and other regulatory functions to ensure coordinated operations and effective case hand-offs.
- Partner with licensee engagement, policy, communications, enforcement, and other internal teams to support education, stakeholder engagement, and accurate information sharing.
- Represent RHRA at stakeholder meetings, presentations, and outreach activities, contributing subject-matter expertise on inspection and compliance matters.
- Lead or contribute to cross-departmental projects and special initiatives as required.
- Undertake additional assignments or special projects as required.

Minimum Qualifications:

- Bachelor's degree and a minimum of five years' experience in people and process management within a regulatory, enforcement, or similarly relevant operational environment.
- Solid knowledge and experience of inspection/assessment processes and protocols.
- Experience with, and knowledge of, regulatory/administrative legal procedures related to regulatory body interventions and standards is highly desired.
- Experience and/or knowledge of retirement homes operations and of elder care and seniors' housing challenges, are assets.
- Able to effectively operate in a remote work environment, with regular availability for provincial travel as required.
- Valid Ontario Driver's License.

Required Competencies:

- Innovative and self-motivated to drive the inspection program forward.
- Solid 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.
- Demonstrated leadership and commitment to RHRA values and mandate, setting high standards for self and others.
- Demonstrated innovative ability to think outside the box, question the status quo, and with the innate desire to continuously improve programs and processes.
- Excellent critical thinking and problem-solving skills, including the ability to manage complex problems that may overlap among multiple areas.
- Excellent communication skills, with the ability to communicate complex issues and concepts clearly and effectively to varying audiences, internally and externally.
- Well-developed management-level report writing and presentation skills, with attention to detail.
- Ability to lead, develop, motivate and manage a high-performing team in a fast-paced evolving regulatory environment, along with proven examples of a management style that creates a learning environment, encourages participation, and values the contributions of staff.
- High integrity and ability to effectively research, analyze, interpret and make sound and ethical judgment on complex projects, issues, problems and resolve contentious and/or sensitive issues in an objective and transparent manner.
- Exceptional interpersonal skills and client-service orientation, demonstrating the ability to gain the confidence and respect of internal and external stakeholders.
- Sound evaluation skills in observing retirement homes' operations and/or interpreting written inspection reports, to determine the level of noncompliance and potential to achieve compliance.
- Strong ability to identify gaps in evidence or reasoning to ensure fair and defensible outcomes.
- High initiative, prioritizing and time-management skills and exceptional ability to perform in a high volume, politically sensitive, and dynamic environment with minimal supervision.
- Computer proficiency with enhanced working knowledge of Microsoft Office Suite, including SharePoint and Dynamics 365.
- 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 April 2, 2026.**

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