

Position:	Compliance Monitoring Specialist
Location:	Toronto, ON – RHRA operates in a hybrid working environment
Status:	Full-time, Permanent
Reporting to:	Acting Deputy Registrar
Salary:	\$84,547 to \$105,684 – 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 Acting Deputy Registrar, the **Compliance Monitoring Specialist** plays a key role in supporting RHRA's enforcement mandate by monitoring licensee compliance with the *Retirement Homes Act, 2010* and its Regulation. This role focuses on overseeing compliance with Registrar's Orders and licence conditions, reviewing submissions, and developing evidence-based recommendations to support regulatory decisions. The Compliance Monitoring Specialist will work collaboratively within a multidisciplinary team and participate in regular engagement with licensees to provide clear guidance, clarify expectations, and support sustained compliance. Through informed recommendations and collaborative problem-solving, the Compliance Monitoring Specialist helps to promote resident safety and well-being by upholding and strengthening sector accountability.

Key Responsibilities:

- Implement appropriate monitoring and reporting of licensee compliance with orders or conditions.
- Utilize a variety of information sources (data, records, other) to monitor, analyze and make recommendations on the status of orders and licence conditions.
- Actively bring forward cases for further regulatory review, including when an order or condition can be closed, should be enhanced or escalated.
- Review and assess materials submitted by licensees or others as required by orders or conditions and analyze submissions for quality and completeness.
- Correspond with licensees or others regarding compliance with orders or conditions, including assessing and responding to requests from licensees.
- Work within a multi-disciplinary team to create and draft standards, guidelines and/or procedures for regulatory compliance as required.
- Review, analyze, and support the implementation of management orders and licence conditions by maintaining a current roster of qualified retirement home managers, management

companies, and consultants, and by coordinating with these parties to review, assess, and monitor their reports and performance.

- Provide compliance and enforcement recommendations to Manager, such as warning letters and Registrar's decisions and enforcement actions.
- Ensure accurate and timely maintenance of the case management requirements of Compliance Monitoring and Resolution activities.
- Act as "data steward" for the enforcement and legal operations functional area.
- Create and provide analytical summaries and reports relating to Compliance Monitoring activities periodically.
- Respond to and address inquiries about compliance monitoring matters from licensees and other stakeholders.
- Educate and liaise with internal staff on issues related to compliance monitoring activities.
- Work within a cross-functional team to provide analysis and contribute to strategy development, implementation and evaluation (as needed).
- Actively participate in team, departmental, and organizational meetings and briefings, contributing insights, updates and constructive input.
- Undertake additional assignments or special projects as required.

Minimum Qualifications:

- Completion of a post-secondary degree in a related discipline such as Administrative Law, Criminology, Public Administration, Healthcare Administration or Business Administration.
- A minimum of 5 years of relevant experience in retirement home or other care provision setting.
- Understanding of the regulatory environment, processes, and issues.
- Familiarity with the principles of administrative law.

Required Competencies:

- Solid understanding and/or ability to quickly learn the *Retirement Homes Act, 2010* and its Regulation to effectively interpret requirements and communicate to partners.
- Strong understanding of retirement home operations and service delivery models.
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills.
- Exceptional critical thinking and problem-solving skills to assess information, identify key issues, and deliver effective results.
- Exceptional verbal communication and interpersonal skills to present complex issues clearly, actively listen, facilitate discussions, build relationships, influence outcomes, and support resolution with internal and external stakeholders.
- Exceptional time- and file-management skills to prioritize cases, handle concurrent matters, organize and meet conflicting demands with minimal supervision.
- Flexibility, adaptability and ability to lead and embrace change in a fast-paced and evolving environment.
- Strong proficiency with data management and analytics.
- Strong written communication skills to prepare clear and concise correspondence, reports and case-driven materials.
- Ability to create and deliver clear, concise and engaging presentations.

- Excellent team and collaborative skills to promote the sharing and transfer of knowledge, problem-solving and continuous improvement initiatives for organizational effectiveness.
- Ability to exercise a high-level of professionalism and discretion with confidential and sensitive information.
- Self-directed, motivated and proven ability to work independently to produce required deliverables for the department and organization.
- Experience with Customer Relationship Management systems (CRM) considered an asset.
- Commitment to maintaining professional development through developmental activities.
- Technological proficiency with enhanced working knowledge of MS Office Suite (Excel, Word, PowerPoint, SharePoint, etc.).
- 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 **June 12, 2026**.

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