

Position:	Inspector
Location:	Home Based Position – Toronto, Mississauga, Hamilton-Niagara, Haldimand Brant area, and other potential locations in Southwest Ontario.
Status:	Full-time, Permanent
Reporting to:	Manager, Inspections West
Salary:	\$99,763 to \$124,704 – Commensurate with level of experience
Vacancy Status:	Two (2) 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, Inspections West, the **Inspector** plays a key role in promoting compliance with the *Retirement Homes Act, 2010* and its Regulations through inspections, evidence gathering and analysis, stakeholder education, and clear reporting. The role is responsible for assessing care and safety standards, resident rights, and operational practices in retirement homes; preparing well-reasoned findings and public-facing reports; identifying and escalating high-risk issues; and providing guidance to retirement home operators to support informed compliance and enforcement decisions.

Key Responsibilities:

- Conduct inspections of retirement homes, including gathering, evaluating, and documenting evidence for the purpose of licensing and complaints processes, as well as routine, and responsive inspections, in accordance with the provisions of the Act, its regulations, and RHRA procedures.
- Liaise with relevant internal teams (e.g., Complaints) regarding inspection cases and support the Registrar's decision-making process by making recommendations on actions and timeframes for achieving compliance.
- Keep the RHRA informed about high-risk issues arising from inspections and, as necessary, consult with the RHRA and/or other designated authorities.
- Educate retirement home operators and staff on legislative compliance requirements by providing general information or making reference to appropriate resources.
- Prepare detailed inspection synopses, including an analysis of evidence, potential root causes of non-compliance, and reasoning for inspection findings in accordance with RHRA procedures and standards.
- Prepare public-facing inspection reports and provide testimony to support evidence as tribunal witness and for other legal proceedings as needed.

- Develop draft correspondence and reports to licensee/operators and the public.
- Identify opportunities for the development of supports, tools, policies and programs regarding compliance and enforcement processes.
- 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 Nursing, Health Science, Law, Community Care, Financial, Advanced Geriatric Education or a combination of equivalent education and experience.
- A minimum of 5 years of relevant, progressive, and varied inspection and/or evaluative experience in law enforcement or regulatory, nursing, financial, or retirement home environments.
- Experience in law enforcement, investigations and/or regulatory inspections considered a strong asset.
- Driver's license class G recognized by the Province of Ontario (must own reliable motor vehicle).
- Knowledge and experience working with vulnerable populations, including the elderly, is highly desired.

Required Competencies:

- Strong understanding and/or ability to quickly learn the *Retirement Homes Act, 2010* and its Regulations to effectively interpret and apply legislation.
- Exceptional verbal communication and interpersonal skills to present complex issues clearly, actively listen, facilitate discussion, build relationships, and support resolution with internal and external stakeholders assertively and diplomatically.
- Well-developed analytical skills, a curious nature, including the ability to be both resourceful and attentive to details.
- Understanding of the rules of evidence and proper evidence collection techniques.
- Excellent negotiation, problem solving and conflict resolution skills.
- Exceptional ability to perform in a high volume, politically sensitive, fluid environment with minimum supervision, including exercising initiative and sound independent judgment.
- Possess excellent team and collaborative skills to promote sharing and knowledge transfer, problem solving and continuous improvement initiatives for organizational effectiveness.
- Ability to exercise and maintain a high-level of professionalism and discretion with confidential and sensitive information during inspections.
- Ability to lead/manage an inspection, with demonstrated success conducting interviews, analyzing evidence, and drafting well-reasoned reports.
- Ability to incorporate a collaborative and educational/supportive approach during inspections.
- Exceptional time- and file management skills to prioritize inspections, handle concurrent matters, organize and meet conflicting demands with minimal supervision.
- 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. 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. Required office equipment (laptop, headset, softphone) will be provided.

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.