

Position: Enforcement and Legal Operations Specialist
Location: Toronto, ON
Status: Full-time, Permanent
Reporting to: Acting Deputy Registrar
Salary: \$84,547 to \$105,684 – 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 Acting Deputy Registrar, the **Enforcement and Legal Operations Specialist** plays a key role in supporting the RHRA's fulfillment of its mandate under the *Retirement Homes Act, 2010* and its regulations. The Enforcement and Legal Operations Specialist will provide support on legal and privacy matters, including reviewing and managing enforcement cases, drafting orders, and maintaining carriage of assigned cases to case closure. Success in this role will be achieved through excellent client service delivery, communication, information upkeep and file maintenance.

Key Responsibilities:

- Maintain carriage of assigned enforcement cases for the entire lifecycle of the cases.
- Review and analyze inspection material and collaborative work with regulatory operations staff to obtain additional information as needed.
- Utilize analysis of case material to develop, draft, and present enforcement recommendations to the Acting Deputy Registrar.
- Draft and serve enforcement documents such as memoranda of instruction, notices, warnings, letters and orders.
- Prepare documents for appeal matters, assisting internal and external counsel with appeals and/or court proceedings.
- Communicate with licensees/operators regarding enforcement matters and coordinate external services as required.
- Attend Registrar Decision Meetings to present enforcement recommendations; record instructions and relevant information; and coordinate, organize, facilitate, attend, and document internal enforcement and legal meetings.

- Ensure enforcement and legal documents are appropriately organized and filed.
- Provide appropriate information regarding enforcement matters in response to internal and external inquiries, including facilitating corporate searches, credit checks, and other searches as required.
- Support privacy related activities, including reviewing and responding to requests for information, redacting documents, and assisting with Privacy Impact Assessments.
- Research and review relevant case law, internet directories, and legislation in support of legal, privacy, and regulatory functions.
- Contribute to the development and drafting of policies and procedures for the legal and enforcement department.
- Support the enforcement team by reviewing and editing work, drafting legal correspondence, maintaining templates, procedures, policies, and preparing materials for internal and external presentations.
- Support the compliance monitoring function and assist with oversight, training, and supervision activities as needed.
- Contribute to cross-functional projects, working groups, continuous improvement objectives and other organizational initiatives.
- 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 Paralegal, Administrative Law and/or Criminology.
- A minimum of 3 - 5 years' relevant work experience; or equivalent of education and experience.
- Understanding of the regulatory environment, processes and issues.
- Familiarity with the principles of administrative law, including procedural fairness and privacy.

Required Competencies:

- Solid understanding and/or ability to quickly learn the *Retirement Homes Act, 2010*, its Regulation, RHRA's policies and procedures to effectively interpret requirements.
- Exceptional critical thinking and problem-solving skills to assess information, identify key issues, and deliver effective results.
- High-level of initiative and strong ability to work independently with minimal supervision.
- Ability to maintain confidentiality in handling highly sensitive information including personal health information.
- Highly organized with exceptional time-management, planning and administrative skills to manage variable workloads, set priorities, and to complete other assigned duties with efficacy.
- 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.).
- Detail-oriented maintaining a high standard and quality of work; excellent proofreading skills.

- Ability to clearly and effectively communicate with others in written and verbal formats.
- Demonstrate flexibility and teamwork with the strong ability to exercise sound judgment, make decisions and problem-solve under pressure.
- Professional, positive, and approachable, with a demonstrated ability to build and maintain strong relationships with diverse internal and external stakeholders.
- Actively seeks and accepts constructive feedback.
- Bilingualism in French and English is an asset.
- Do not check all the boxes? We encourage you to apply anyway!

The RHRA offers a great working environment, learning and development opportunities, work-life balance and a competitive compensation and benefits package.

Other Requirements:

Satisfactory Professional and Criminal Reference Checks. 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.

If you are interested in this role, please submit your cover letter and resume to careers@rhra.ca by **July 23, 2026**, including **Enforcement and Legal Operations Specialist** in the subject line.

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