

Position: Intake Assessor
Location: Toronto, ON
Status: Full-time, Permanent
Reporting to: Manager, Complaints and Client Services
Salary: \$48,400 to 60,500 – 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, Complaints and Client Services, the **Intake Assessor** is responsible for inbound calls, emails, portal submissions, dashboard monitoring, outbreak-related intake, and incoming mail. The Intake Assessor supports early intervention, triaging, referrals and escalations in accordance with the RHRA's regulatory response policies and procedures. This role is a vital frontline function where accurate and timely triage is essential to resident protection, compliance and organizational integrity. Success in this role will be achieved through the ability to assess risk, employ sound judgement, demonstrate empathy and strong communication skills to support timely and effective regulatory response.

Key Responsibilities:

- Serve as the first point of contact for residents, families, and members of the public.
- Receive and assess inbound telephone calls, emails, written correspondence, portal submissions, and other incoming matters.
- Obtain, verify, and document relevant information by asking clarifying questions, reviewing available records, and conducting follow-up where required.
- Assess each matter for urgency, risk, time sensitivity, jurisdiction, and required next steps using established procedures, legislation, policies, and internal guidance.
- Employ facilitation, de-escalation, and mediation skills to help resolve appropriate matters while maintaining professionalism, objectivity, and empathy.
- Provide accurate information about the *Retirement Homes Act, 2010*, related regulations, RHRA processes, and external resources, as appropriate.
- Identify high-risk, emergency, serious, sensitive, or systemic issues and escalate them promptly to the appropriate RHRA department or leadership.
- Triage reports of harm using internal procedures, targeted interview questions, and determine whether further action is needed to verify compliance or protect residents.

- Research and determine appropriate referrals for matters outside the RHRA's mandate and clearly communicates available options to callers and stakeholders.
- Maintain accurate, concise, and timely documentation in applicable systems to support case handling, risk-based decisions, and continuity of service.
- Escalate gaps in information, knowledge, training, or resourcing that may affect service quality, timeliness, or risk management.
- Support onboarding and knowledge sharing for new team members, as assigned.
- Support in the coordination of file distribution to achieve equitable workload management and timely response.
- Review media stories identified by Public Affairs and proactively conduct follow ups to obtain pertinent details from retirement homes as they relate to resident impact, retirement home response and issues management.
- 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 Social Services, Public Administration, Health Sciences and/or an equivalent combination of education and direct experience.
- Minimum 2+ years of experience in a high-volume intake, complaints handling, or case management environment, preferably within a regulatory, healthcare, or social services setting.
- Advanced training or certifications in conflict resolution, investigations, or regulatory compliance are considered strong assets.
- Experience in independent triage, risk assessment, and managing complex or sensitive cases involving vulnerable populations.
- Experience working in a licensed retirement home considered an asset.

Required Competencies:

- Solid understanding of, or ability to quickly learn, the *Retirement Homes Act, 2010*, related regulations, and RHRA procedures to interpret and apply requirements in daily operations.
- Strong interpersonal and communication skills (both verbal and written).
- Ability to explain processes clearly, remain professional and composed in emotionally charged situations.
- Demonstrated ability to work effectively in a complex environment requiring information gathering, independent triage and risk management.
- Strong analytical, judgement and critical thinking skills to assess issues, identify risk, evaluate information, prioritize competing demands, and determine appropriate action or escalation in a high-volume environment.
- Strong time management, prioritization, and organizational skills, with the ability to manage competing demands and meet deadlines in a fast-paced environment.
- Demonstrated client service, empathy and de-escalation skills, including the ability to remain composed in stressful situations.
- Ability to work collaboratively across teams while maintaining objectivity, confidentiality, and sound professional judgment.

- Proficiency with Microsoft Office (Word, Excel, PowerPoint, Outlook, SharePoint), including experience working with case management and intake systems.
- 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, 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 **Intake Assessor** in the subject line.

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