

Position: Manager, Intake
Location: Toronto, ON
Status: Full-time, Permanent
Reporting to: Director, Licensee Compliance Assurance
Salary: \$119,722 to \$149,652 – 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, Intake**, will provide strategic and operational leadership for the Intake team. The Manager will interpret regulatory requirements, manage sensitive and complex matters, support decision-making and help strengthen plain-language communication with residents, families, licensees, and external partners. This role is accountable for ensuring timely, fair, consistent, and high-quality intake processes through workflows, service standards, reporting and quality assurance, while leading and developing a high-performing team that supports RHRA's resident protection mandate and compliance with the *Retirement Homes Act, 2010* and its regulations. The Manager plays a key part in continuous improvement initiatives, stakeholder engagement, and organizational decision-making related to intake results, trends and risks.

Key Responsibilities:

- Establish and monitor department workflows, service standards, performance metrics, file volumes, processing timelines, backlog levels, decision outcomes, escalation trends, and quality indicators.
- Interpret and operationalize legislation and regulations, subsequent amendments, and other legislation impacting the assigned functions of the organization.
- Identify bottlenecks and direct corrective actions to improve service delivery and consistency.
- Develop, document, implement, administer and update policies, programs and procedures necessary to meet high-end standards of execution in effective management of Intake.
- Work closely with the Director and staff to design, implement and enhance reporting processes that support performance tracking, workload management, internal and external reporting and continuous improvement.
- Manage, coordinate and facilitate the activities of assigned staff by overseeing processes and programs to deliver timely, high quality, fair and consistent outcomes.

- Under the direction of the Director, develop the operational plan, resource needs analysis, and performance indicators aligned with the strategic priorities of the organization.
- Conduct periodic audits of Intake staff and processes to ensure consistency and quality in service level standards.
- Identify challenges, risks and issues associated with meeting targets/commitments and propose solutions in consultation with the Director.
- Develop performance improvement strategies/plans as appropriate to maintain service level standards.
- Collaborate with a cross-functional team to ensure seamless and effective operating functions in the area.
- Manage other assigned projects/initiatives, ensuring effective cross-functional teamwork, communication, and high-quality outcomes.
- Develop and ensure consistent messaging is being communicated by Intake that aligns with legislative requirements, compliance standards and internal organizational direction.
- Respond to emergency situations according to the Serious Incident Protocol, ensuring the RHRA is responsive to resident risks, reputational risks and that appropriate notifications are made internally and/or to the Ministry for Seniors and Accessibility (MSAA).
- Review reports and analyze data to identify issues and provide written supplemental reports that recommend appropriate action in achieving the mandate.
- Prepare and approve routine, ad hoc reports and correspondence for intake, for review by senior leadership or for external consumption.
- Support in the decision-making process and make recommendations about possible compliance or enforcement actions.
- Develop draft correspondence and reports as requested to complainants, licensee/operators and the public.
- In consultation with the Director, drafts and presents reports to the executive team, the Board and MSAA, including forums such as the Stakeholder Advisory Council, the Licensee Engagement Forum and the Resident Network.
- Provide input and advice to the RHRA on retirement homes' issues and opportunities for improvement in the overall context of the Act and regulations.
- Manage the functional human resources aspects for the assigned team, including but not limited to recruitment, training and development, performance management, health and safety, staffing and scheduling according to established policies and procedures.
- Undertake additional assignments or special projects as required.

Minimum Qualifications:

- Completion of a post-secondary degree in a related discipline such as Social Services, Health Sciences, Public Administration, Business Administration and/or an equivalent of education and direct experience.
- 3 to 5 years of people and process management experience.
- Solid knowledge of and experience in complaints management and stakeholder communication.
- Experience with, and knowledge of, regulatory/administrative procedures related to regulatory body interventions and standards is highly desired.
- Considerable experience and/or knowledge of retirement homes operations, elder care and seniors' housing challenges.

Required Competencies:

- 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.
- 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.
- Innovative and self-motivated to modernize and drive the programs forward.
- Ability to establish and achieve clear performance expectations, hold team members accountable for results, and take responsibility for the overall performance and outcomes.
- 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 resident protection mandate.
- Excellent critical thinking and problem-solving skills.
- Capacity to manage complex problems that may overlap among multiple areas.
- Strong ability to communicate complex regulatory language and concepts clearly, accurately and in plain language to diverse stakeholders
- 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 judgments 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.
- High initiative, prioritizing and time-management skills and exceptional ability to perform in a high volume, politically sensitive, and dynamic environment with minimal supervision.
- Proficiency with Microsoft Office (Word, Excel, PowerPoint, Outlook, SharePoint), CRM, SharePoint and Power BI.
- 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 17, 2026**, including **Manager, Intake** in the subject line.

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