Risk Officer

About the RHRA

The Retirement Homes Regulatory Authority (RHRA) is delegated by the Government of Ontario to administer the Retirement Homes Act, 2010 (the Act) in the public interest. RHRA's core responsibility is to enhance resident safety and consumer protection in Ontario's licensed retirement homes. RHRA is a not-for-profit corporation established as an administrative authority under the Act and its regulations. The Government retains responsibility for the legislative and regulatory framework, while RHRA is responsible for implementing and enforcing that framework.

RHRA fulfills its mandate by:

- informing and educating the retirement home sector, residents, and the public about the Act, regulations, and the role of RHRA;
- licensing Ontario's retirement homes and maintaining a public register of licensed retirement homes; and
- inspecting retirement homes, overseeing compliance with legislative and regulatory requirements, and taking enforcement action where appropriate to protect residents.

The Role

The Risk Officer (RO) is an independent, part-time statutory appointee of the Board of Directors, appointed pursuant to the applicable Risk Officer provisions of the **Retirement Homes Act, 2010** and the applicable regulations, by-laws, and Board policies. The Risk Officer is not an employee of RHRA.

The Risk Officer reports to the Board of Directors, with committee coordination and oversight through the **Governance, Regulatory Affairs and Nominating Committee (GRANC)**.

The mandate of the Risk Officer is to provide the Board with an independent and objective review and assessment of RHRA's administration of the Act and regulations, thereby supporting the Board's statutory oversight and accountability obligations. This includes assessing whether RHRA's governance, oversight, regulatory, operational, and risk management practices are effective, accountable, and aligned with the public interest, including the care, safety, rights, and needs of residents.

The Risk Officer undertakes an annual review and reports findings and recommendations to the Board. The focus, scope, timing, deliverables, and budget of the review are approved annually by the Board, on the recommendation of GRANC. The Board may also request additional reviews, reports, or special assignments, as permitted or required under the Act.

This is a part-time engagement with limited hours over the course of a year, with more concentrated effort during the annual review and reporting cycle. The level of effort required will depend on the scope and scale of the Board-approved work plan. The appointment is intended to be for a three-year term, subject to the applicable appointment process and any renewal or extension approved by the Board.

Position Information

Position: Risk Officer
Reports to: Board of Directors
Oversight: Governance, Regulatory Affairs and Nominations Committee (GRANC)
Direct reports: None
Status: Part-time

Key interactions / relationships:

- Board of Directors
- GRANC
- CEO and Registrar
- Senior Management Team
- Minister and Ministry officials, as appropriate
- Internal and external advisors, as appropriate

Specific Duties and Responsibilities
Independent Review and Assessment

- Conduct an independent review and assessment of RHRA's administration of the Act and regulations in accordance with the statutory mandate of the role and the annual work plan approved by the Board.
- Review the adequacy and effectiveness of RHRA's governance, oversight, risk management, policies, procedures, processes, controls, and accountability mechanisms within the approved review scope.
- Assess RHRA's activities related to resident care and safety, resident rights, licensing, inspections, compliance, enforcement, complaints oversight, and other regulatory functions, as applicable to the approved scope.
- Assess whether RHRA's practices and control environment are not only procedurally sound, but are achieving intended outcomes and appropriately meeting resident and public interest needs.
- Assess the quality, reliability, and use of information, data, performance measures, and reporting that support RHRA's decision-making, oversight, and accountability.
- Follow up, where appropriate, on prior Risk Officer findings and recommendations and assess progress made in response.
- Analyze relevant information and form an independent opinion regarding RHRA's effectiveness in carrying out its responsibilities under the Act and regulations within the approved review scope.

Audit, Assurance, and Evaluation Approach

- Apply sound review, audit, assurance, governance, risk, and evaluation methodologies appropriate to the scope of the engagement.
- Identify key risks, process weaknesses, control gaps, systemic issues, and areas for improvement.
- Assess root causes, practical implications, and potential safeguards or corrective actions.
- Develop practical, risk-informed, and actionable findings and recommendations.
- Ensure review work is conducted objectively, independently, and with due professional care.

Advisory and Oversight Support

- Maintain effective and professional working relationships with the Board, GRANC, senior management, and relevant stakeholders, while preserving the independence of the role.
- Provide objective, evidence-based observations and actionable recommendations to support improvement in RHRA's governance, oversight, and administration of its statutory responsibilities.
- Consult with the Board and GRANC regarding potential annual review areas, taking into account risk, prior findings, emerging issues, Board priorities, and broader accountability considerations.
- Support the Board in carrying out its oversight role by providing independent analysis and advice.
- Operate within the limits of the role, recognizing that the Risk Officer reports and recommends, but does not direct management, make operational decisions, or replace management, legal counsel, or other internal functions.

Reporting and Accountability

- Develop, with GRANC and for Board approval, an annual work plan setting out the proposed review objectives, scope, approach, timing, deliverables, and budget.
- Monitor delivery of the work plan within the approved budget and provide regular updates to the Board and/or GRANC on progress, expenditures, remaining budget relative to the approved cap, and value for money.
- Prepare an annual report for the Board setting out findings, observations, recommendations, and, where appropriate, follow-up on prior recommendations.
- Provide management with an opportunity to review draft reports for factual accuracy and to provide written responses within established timelines, without compromising the independence of the role.
- Present the annual report and any additional reports to the Board and relevant committee meetings, as appropriate.
- Attend RHRA's Annual General Meeting and Board or committee meetings, as requested and appropriate.
- Ensure reports are finalized, submitted, and disclosed in accordance with legislative, governance, and Board requirements.

Access, Confidentiality, and Records

- Exercise reasonable access to RHRA records, staff, management, Board and committee materials, data, and prior Risk Officer reports, as required to perform the approved review, subject to confidentiality, privacy, and legal requirements.
- Protect confidential, privileged, and sensitive information, including personal information and personal health information, in accordance with applicable law, policy, and professional obligations.
- Maintain secure records, working papers, and supporting evidence for work performed.
- Comply with applicable document retention, records management, and secure handling requirements.

Candidate Profile

The ideal candidate is an experienced professional with strong independent review, audit, assurance, governance, risk, evaluation, or regulatory oversight experience. The strongest candidates will bring the ability to assess not only whether processes and controls exist, but whether they are effective, accountable, and achieving intended outcomes in the public interest.

Experience in a regulated, public sector, health, seniors' care, housing, accommodation, or comparable environment would be an asset, but direct sector experience is not required if the candidate brings strong audit, assurance, and oversight expertise and the ability to quickly understand legislative and regulatory frameworks.

The successful candidate will be credible with Boards and senior leaders, able to navigate sensitive matters with discretion and sound judgment, and capable of producing clear, practical, evidence-based reports and recommendations.

Experience, Skills and Qualifications

Minimum Qualifications

- Minimum 10 years of progressively responsible experience in audit, assurance, risk management, governance review, regulatory oversight, evaluation, legal, or related fields;
- Demonstrated experience leading or conducting independent review, audit, assurance, or assessment assignments and reporting findings to senior leadership, Boards, or similar oversight bodies;
- Demonstrated ability to exercise independence, impartiality, objectivity, discretion, and integrity in carrying out an oversight or assurance function;
- demonstrated ability to prepare clear, well-supported reports, findings, and recommendations for executive and Board-level audiences;
- Ability and willingness to complete annual and ongoing conflict-of-interest declarations and to disclose any circumstance that may affect, or appear to affect, independence;

- Is not a current employee, and has not been an employee, officer, or director of RHRA within the previous four (4) years; and
- Has not been an operator of a retirement home or a licensee within the previous four (4) years.

Required Competencies

- Significant professional experience, generally 10+ years, in audit, assurance, risk management, governance review, regulatory oversight, evaluation, law, or a comparable oversight or review function.
- Demonstrated experience leading or conducting independent reviews, audits, assurance assignments, assessments, or evaluations.
- Demonstrated ability to prepare clear findings, practical recommendations, and formal reports for senior leadership, Board-level, or comparable oversight audiences.
- Strong analytical, research, critical thinking, and judgment skills, including the ability to identify risks, assess controls and processes, evaluate root causes, and develop actionable recommendations.
- Knowledge of relevant audit, assurance, evaluation, governance, and risk management frameworks and methodologies, and the ability to apply them in a practical and proportionate way.
- Demonstrated ability to act with independence, impartiality, objectivity, discretion, and integrity in carrying out an oversight or assurance function.
- Excellent written, verbal, and presentation skills, including the ability to communicate complex oversight, governance, and risk matters clearly and credibly.
- Strong stakeholder management skills, including political acuity, judgment, and the ability to navigate sensitive issues constructively while preserving independence.

Assets

- Knowledge of the Retirement Homes Act, 2010, related regulations, and the public interest framework in which RHRA operates.
- Experience in seniors' care, health, housing, accommodation, or another regulated service sector.
- Professional qualifications in audit, assurance, accounting, governance, risk, law, public administration, or a related discipline.
- Experience assessing both process effectiveness and service outcomes for affected individuals, including residents, consumers, or vulnerable populations.

Independence

The Risk Officer must be able to carry out the role independently and free from any actual, potential, or perceived conflict of interest that could impair the exercise of objective judgment.
The successful candidate must be able to maintain the confidence of the Board, stakeholders, and the public in the integrity and independence of the role.

The Risk Officer will be required to:

- complete annual and ongoing conflict-of-interest declarations;
- disclose any actual, potential, or perceived conflict that arises during the term of appointment; and
- comply with all applicable independence and confidentiality requirements established by the Board, the Act, and RHRA policies.

The Risk Officer must not be a current employee of RHRA, and must not have been an employee, officer, or director of RHRA within the previous four (4) years. The Risk Officer must also not have been an operator of a retirement home or a licensee within the previous four (4) years.

Engagement Conditions
The appointment is part-time and subject to the approved annual work plan and budget. Compensation, expenses, invoicing requirements, budget cap, and any procurement or appointment terms will be established through the applicable appointment agreement and Board policy.

Expected deliverables, timelines, and reporting requirements will be established annually through the Board-approved work plan and may include timing for the work plan, draft report, management response, final report, and any required Board, Ministry, or public disclosure.

How to Apply

Applicants are invited to submit a current CV and cover letter outlining their interest in the position and how their experience meets the required qualifications.

To be considered for this opportunity, your cover letter must clearly outline how you meet each of the minimum qualifications listed in the job posting. Please include relevant examples that demonstrate your experience, knowledge, skills, independence, and ability to carry out the responsibilities of the position. Only applicants whose application materials clearly demonstrate that they meet the minimum qualifications will be contacted.

Please address your application to Anil Mathur, Chair of the Recruitment Committee and email your CV and cover letter to **karen.peral@rhra.ca**.

Applications will be reviewed as they are received. The posting may close without notice once a sufficient number of qualified applications has been received.

The RHRA may use AI-enabled tools to support the screening and assessment of applications against job-related criteria. A human decision-maker will remain involved throughout the hiring process.