

Position: Senior Program Advisor
Location: Toronto, ON
Status: Full-time, Permanent
Reporting to: Manager, Licensee Engagement & Support
Salary: 99,763 – 124,704
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, Licensee Engagement & Support, the **Senior Program Advisor** is responsible for providing strategic and operational leadership in the review, development, maintenance and continuous improvement of internal regulatory policies, procedures and operational frameworks that support the RHRA's resident-protection mandate and governing legislation. The role analyzes legislative and regulatory developments, assesses their impacts on the retirement home sector, and provides strategic advice on compliance trends and operational implications, including strengthening transparency, accountability, efficiency and defensibility across regulatory operations. The Senior Program Advisor acts as a subject-matter expert providing evidence-based program analysis and ensuring that internal operational policies and regulatory processes remain current, consistent and risk-informed. The role serves as a trusted internal advisor to members of the leadership team and as an external liaison with government partners and sector partners.

Key Responsibilities:

- Lead the review, research, development and modernization of operational policies, procedures, guide materials and operational frameworks to support regulatory compliance and consistency.
- Translate legislative and regulatory requirements into clear and practical regulatory operational policies and procedures.
- Assess existing policies to identify internal policy gaps, inconsistencies, duplications and areas requiring updating and/ or modernization.
- Work directly with leaders within regulatory operations to assess whether all policies, procedures and protocols are necessary and make them clearer, more practical and easier to manage.
- Conduct environmental scans and jurisdictional reviews to support policy development and strategic decision-making.

- Provide clear, timely, and evidence-based policy advice to senior leadership on emerging issues, sector risks, and regulatory impacts.
- Establish and support management with a systematic policy review and renewal cycle, ensuring ownership, approval requirements, implementation and monitoring are compliant and timely.
- Support the development of standardized processes, tools, templates, and guidance for regulatory staff.
- Identify operational risks and recommend appropriate controls, escalation mechanisms, and process improvements.
- Support the organization in maintaining a transparent and defensible policy governance framework.
- Ensure appropriate consultation and stakeholder engagement occurs before changes are made.
- Work closely with management and corporate functions to support, maintain and update management and Board policies.
- Support the Governance Specialist in creating a regular cadence for updating, developing and communicating Board related policies.
- In close collaboration with department leads, assess whether all corporate and Board policies are necessary and make them clearer, more practical and easier to manage.
- Analyze complaint trends, compliance data, and operational outcomes to inform policy direction and regulatory responses.
- Prepare research summaries, briefing materials, presentations, and policy papers that synthesize findings and support evidence-informed decision-making.
- Draft, review, and update internal policies, procedures, and guidance materials to support compliance with legislative requirements and organizational objectives.
- Monitor legislative and regulatory changes across provincial and national jurisdictions, identifying risks, trends, opportunities and stakeholder impact.
- Contribute to program initiatives by providing research, analysis, and administrative support throughout the development process.
- Partner with the Risk and Analytics team to analyze qualitative and quantitative data related to compliance activity, complaints, inspections, and enforcement outcomes, including defining reporting requirements, performance indicators, and standardized dashboards.
- Ensure accuracy, integrity, and consistency of policy-related data used to inform decision-making and public accountability.
- Monitor relevant legislative, regulatory and policy developments affecting the resident-protection mandate.
- Conduct impact assessments when legislative or regulatory requirements change.
- Collaborate with department leads to interpret requirements and determine operational implications.
- Ensure policy changes clearly identify the legislative or regulatory authority supporting the requirement.
- Maintain appropriate documentation demonstrating the rationale, authority, and approval history for regulatory policies.
- Serve as a key point of contact for regulatory policy-related engagement with provincial ministries, intergovernmental partners, and sector associations.
- Lead or support consultations with stakeholders on proposed policy or operational changes, synthesizing feedback into clear recommendations.

- Prepare briefing materials, correspondence, and communications for external audiences, including government officials and sector leaders.
- Represent RHRA in cross-functional working groups, consultations, and meetings related to operational policy and regulatory oversight.
- Undertake additional assignments or special projects as required.

Minimum Qualifications:

- A minimum of a Bachelor's degree in Public Policy, Public Administration, Political Science, Administrative Law, or related field.
- Minimum 6 to 9 years of progressive experience in regulatory operations, operational policy analysis, regulatory environments, or public sector oversight.
- Experience working with legislation, regulations, or delegated administrative authorities is strongly preferred.
- Experience in developing operational or regulatory policies in a compliance-based or consumer protection context.
- Considerable experience and/or knowledge of retirement homes operations, senior care and senior housing challenges considered an asset.

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.
- Demonstrated ability to understand and apply knowledge of legislation, regulations, regulatory policy and compliance issues affecting senior care and their housing in retirement homes.
- Demonstrated understanding and commitment to RHRA values and resident protection mandate.
- Excellent critical thinking and problem-solving skills, and the ability to manage complex problems that may overlap among multiple areas.
- Ability to understand regulatory frameworks and assess how legislative and regulatory requirements translate into organizational policy and practice.
- Ability to critically examine policies and procedures, identify gaps, and develop practical, evidence-informed recommendations.
- Demonstrated ability to identify, assess, and communicate risks associated with regulatory policies and operational processes.
- Ability to navigate ambiguity, competing priorities, and evolving policy environments with confidence and sound decision-making.
- Experienced in conducting focused research and assessing emerging regulatory developments and practices.
- Proactively synthesize qualitative and quantitative information and identify trends, patterns, and implications.
- Demonstrates sound judgement, influence, objectivity, and discretion when assessing regulatory policies and operational practices.
- Translate complex regulatory, policy, and analytical information into clear recommendations for technical and non-technical audiences.
- Innovative and self-motivated to modernize and drive the programs forward.
- Well-developed report writing and presentation skills, with attention to detail.

- Ability to communicate complex regulatory language and concepts clearly, accurately and in plain language to diverse stakeholders, particularly front-line 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 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.
- Bilingualism, French and English, written and spoken is considered an asset.
- Computer proficiency with enhanced working knowledge of Microsoft Office Suite, CRM, SharePoint, and Power BI.

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.

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, in one document, to careers@rhra.ca by **October 13, 2026**, including **Senior Program Advisor** in the subject line.

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