

Position: Complaints Specialist
Location: Toronto, ON
Status: Full-time, Permanent
Reporting to: Manager, Complaints & Client Services
Salary: \$84,547 - \$105,684
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, conducting 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 **Complaints Specialist** is responsible for managing complaint files from intake through to decision drafting in accordance with the *Retirement Homes Act, 2010* and its regulations. This role requires strong judgement, communication, relationship-building, exceptional proofreading and writing skills to produce clear, accurate, and defensible decisions that can withstand public scrutiny and appeal. The Complaints Specialist will be accountable for accurate file management, information maintenance, including high-quality client service to support fair, timely and defensible complaint outcomes. In addition, the Complaints Specialist will work closely with the Licensee Compliance Assurance team, providing recommendations, participating in continuous improvement and the effective delivery of the RHRA complaint process.

Key Responsibilities:

- Assess complaints, determine appropriate actions (e.g., inspections, inquiries, resolution, enforcement), and coordinate next steps in a timely manner.
- Liaise with complainants, licensees, inspectors, and internal stakeholders to move files forward efficiently and professionally.
- Maintain ongoing communication with complainants and licensees, keeping both parties informed and apprised throughout the complaints process, and responding to issues or inquiries as needed.
- Draft clear, plain-language decisions that are defensible and capable of withstanding public scrutiny.
- Prepare well-structured written reasons grounded in administrative law principles, procedural fairness, and evidence on file.

- Evaluate evidence and synthesize complex information to support sound recommendations and decisions.
- Maintain accurate, timely records in the case management system and support reporting.
- Review and edit complex documents for accuracy, clarity, tone, structure, and consistency.
- Ensure all written materials meet the highest standards of proofreading and quality control.
- Act as a subject-matter resource for cross-functional departments by responding to case-related and process inquiries.
- Liaise with the Complaint Review Officer as needed.
- Work with cross-functional project teams, as needed, by providing analysis and contributing to strategy development, implementation, and evaluation.
- Actively participate in continuous quality improvement by participating in process reviews, identifying opportunities to streamline work, providing and receiving constructive feedback.
- Undertake additional assignments or special projects as required.

Minimum Qualifications:

- Completion of a post-secondary degree in a related discipline such as Law, Criminology, Business Administration, Public Administration and/or a combination of relevant education and experience.
- Minimum of three (3) to five (5) years of related/transferable work experience.
- Strong understanding of the regulatory environment, processes and challenges.
- Experience with a relevant Regulated Health College or Delegated Administrative Authority considered an asset.

Required Competencies:

- Solid understanding of, or ability to quickly learn, the *Retirement Homes Act, 2010* and its regulations.
- Exceptional critical thinking, analytical and problem-solving skills to independently gather, clarify, filter, and analyze information to achieve desired results.
- Strong written communication skills to prepare clear and concise correspondence, reports, and case-driven materials.
- Demonstrate exceptional proofreading skills, with the ability to identify and correct errors in grammar, spelling, punctuation, formatting, and clarity to ensure all written communications meet high standards of accuracy and professionalism.
- Exceptional verbal communication and interpersonal skills to articulate and present arguments, actively listen, facilitate discussions, develop relationships, influence action, and engage in resolution at all levels.
- Exceptional time and file management skills to prioritize cases, handle concurrent matters, organize and manage own work to meet conflicting demands with minimal supervision.
- Flexibility, adaptability, and ability to lead and embrace change in a fast-paced and evolving environment.
- Excellent team and collaborative skills to promote the sharing and transfer of knowledge and expertise amongst team and organization members, engaging in problem solving with others to continuously improve workflow and organizational effectiveness.

- Ability to exercise a high level of professionalism and discretion with confidential and sensitive information.
- Self-directed, motivated and proven ability to work independently to produce required deliverables for the department and organization.
- Demonstrate versatility in the ability to work independently and collaboratively to support RHRA's goals.
- Proficiency with Microsoft Office (Word, Excel, PowerPoint, Outlook, SharePoint and software applications).
- Bilingualism – French/English – oral and written - considered a significant asset.
- Don't 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.

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 16, 2026**, including **Complaints Specialist** in the subject line.

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