

Position: Licensee Engagement & Support Specialist
Location: Hybrid – Head Office in Toronto, ON
Status: Full-time, 12-month Contract with possibility of extension – anticipated start date August 6, 2024 or earlier if possible
Salary: \$80,000 base salary (Commensurate with skills and experience)

Are you:

- Skilled in the areas of partnership-building, relationship management, communication and interpersonal abilities?
- A critical thinker, who is attentive to detail with top-notch reporting, collaboration and client services skills?
- Team results-oriented, with proven ability to work in difficult and complex environments while demonstrating strengths in prioritization, diplomacy and critical and logical thinking?
- Passionate about education and instilling positive change, protecting the rights of consumers and contributing to an organization mandated with such a mission for our elderly population?

If so, this could be the opportunity for you!

The RHRA is seeking qualified individuals for the role of Licensee Engagement & Support Specialist. Reporting to the departmental manager, the successful candidate will be responsible for identifying, establishing, and maintaining relationships with licensees in order to provide regulatory compliance education and support aligned with RHRA's right-touch regulation approach. The incumbent will provide and identify education opportunities to operators on both an individual home level and licensee-wide basis with the objective of helping homes achieve a culture of care through compliance with the *Retirement Homes Act, 2010* and its regulation.

Success in this role will be achieved through excellent client service delivery, increased licensee compliance through education, communication, and ability to build and maintain collaborative relationships. The incumbent must be able to interpret and apply legislation, and to explain legislatively complex information in order to educate licensees of all experience levels. This position also works in collaboration with Inspections and Enforcement to provide accurate and up-to-date information to assist in regulatory decision making.

Key responsibilities include:

- Work to improve overall compliance in the sector by consulting with retirement homes and community partners to identify issues and develop strategies such as educational resources, tools, and communication efforts to mitigate identified risks. Work with the Lead Educator and Knowledge Translator, delivering compliance education materials to support the organization's commitment and delivery of right-touch regulation.
- Participate in hosting compliance education forums (virtual and in-person) for licensees.
- Engage external partners to inform RHRA's compliance education-focused regulatory strategy.
- Develop clear and realistic education and action plans for licensees, with specific objectives within a specified schedule; and work effectively with operators to implement plans and monitor and assess progress toward meeting education and action plan goals

- Make compliance and enforcement recommendations to the Manager as appropriate, based on analysis of findings on a case-by-case basis
- Provide and facilitate education at the retirement home and corporate multi-home operator level to ensure comprehension and alignment with compliance requirements
- Engage partners involved in the oversight and support of retirement homes at a local level to ensure resident safety, wellbeing, continuity of service and availability of external resources to support compliance activities and initiatives.
- Formalize interagency relations and provide efficient and comprehensive support to those agencies that work with licensed homes on initiatives that support compliance and compliance education, and to share information related to unlicensed homes.
- Contribute to cross-functional projects, continuous improvement objectives and other organizational initiatives as required

Minimum Qualifications:

- Bachelor's or related undergraduate achievement or equivalent of education and experience in a related field.
- Proven experience in the delivery and training of educational materials or programs.
- Knowledge of retirement homes sector, seniors' healthcare, and housing issues
- Proven partnership building skills
- At least 3 years of related/transferrable work experience
- Demonstrated competency and achievement relating to legislative and regulatory requirements
- Proven experience with driving improvements in regulatory compliance

Required Competencies:

- Solid understanding or ability to quickly learn the *Retirement Homes Act* and regulation to effectively interpret requirements and communicate to partners
- Bilingualism – French/English – oral and written - considered a significant asset
- Planning capabilities with demonstrated political acuity
- Excellent relationship management skills with an ability to engage, build trust, and collaborate with a variety of partners
- Strong communication skills (written and verbal) and ability to interpret complex information/requirements and create accurate plain language compliance education materials for a diverse range of retirement homes.
- Computer proficiency with enhanced working knowledge of MS Office Suite. Experience with various Learning Management Systems (LMS) and Customer Relationship Management systems (CRM) would be considered an asset.
- Effective attention to detail and a high degree of accuracy
- Strong work ethic and positive team attitude
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills
- Demonstrated presentation and facilitations skills in a variety of mediums, including webinars and in-person engagements.
- Maintain professional skills and refine expertise through appropriate developmental activities

Other Requirements: Satisfactory Professional and Criminal Reference Checks. RHRA currently operates in a hybrid work environment with the expectation of a minimum of being on site at the RHRA's Toronto Office on Wednesday of each week. 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.

*Interested candidates may submit **their cover letter and resume** to careers@rhra.ca by **July 12, 2024**.*

About RHRA

The Retirement Homes Regulatory Authority (RHRA) has the mandate to license and inspect Ontario's more than 780 retirement homes where over 60,000 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. 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.

The RHRA has a diverse workforce and is an equal opportunity employer. We welcome and encourage applications from people with disabilities and, accommodations are available on request for candidates taking part in all aspects of the selection process.

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