

Case Manager

Are you an inquisitive, organized, and proactive individual, with experience in the regulatory industry?

Are you looking for a part-time opportunity to expand your skill set and experience in a professional organization?

Look no further. We are **The College of Audiologists and Speech-Language Pathologists (CASLPO)**, one of Ontario's 26 self-governing health colleges. Our mandate is to protect the public - with over 4000 audiologist and speech-language pathologist members, it's critical that patients can put their trust in those who treat them.

Our professional conduct team investigates concerns about members fairly and objectively. Currently, we are looking for a **Case Manager** to assist with the management of complaint cases.

This is a 9 month contract, which will require a commitment of at least 3 days a week, **beginning on April 1, 2019**. Your main areas of responsibility will be: case management and organization, committee and program support, and decision writing. Full Job description is available below.

Working for CASLPO

This is a part-time temporary position working out of our office located at Yonge St and Lawrence Ave in Toronto, steps away from public transit. Our newly renovated offices offer a fresh space to work and a nearby Tim Horton's - right on our main floor!

You'll enjoy flexibility to choose a schedule that works for you, within our core hours Monday – Friday 8:30 am – 4:30 pm. You'll also have opportunities to work from home.

Working with CASLPO means that you will enjoy a collaborative, friendly, and supportive work environment, *and* have a great work/life balance. We provide you with work that's engaging and impactful, while still being able to get home in time for dinner.

Qualifications

Here are our must haves:

- 3+ years' of office administrative experience
- High level writing skills with experience writing professional documents including legal correspondence and/or decisions
- Post-secondary education in a relevant field

And here's what would be a plus:

- Investigative experience (e.g. from an investigative branch of a regulatory body, policing, correctional services, or similar)
- Experience in health regulation
- Knowledge of relevant healthcare legislation (e.g.: RHPA, ASLPA, PHIPA)
- Some legal experience or education (e.g. paralegal, law clerk, or related)

How to Apply

Please submit your cover letter and resume to the attention of Preeya Singh, General Counsel & Director of Professional Conduct (psingh@caslpo.com) by 5:00pm on Friday March 15, 2019. We appreciate interest from all candidates but will be in contact with those who best fit the requirements of this role.

Compensation

\$30-\$40 per hour (dependent upon candidate qualification)

JOB DESCRIPTION

POSITION TITLE: Case Manager
DATE: February 27, 2019
REPORTS TO: General Counsel & Director of Professional Conduct

MANDATE OF TEAM:

To investigate concerns about members, balancing public protection with a fair and objective process.

PURPOSE OF ROLE:

Due to an unprecedented number of complaints, the purpose of this role is to manage the investigative stages of assigned complaints to completion.

KEY RESPONSIBILITIES:

1. Case management

- Coordinate and manage submissions from parties;
 - Maintain electronic case files;
 - Analyze files to determine whether additional information is required;
 - Respond to inquiries and requests from the parties;
 - Provide administrative support for the Inquiries, Complaints and Reports Committee (ICRC);
 - Prepare case memorandums;
 - Provide case presentation to the ICRC;
 - Perform decision writing for the ICRC;
 - Ensure relevant and accurate information is provided to parties with respect to the investigations and resolutions processes; and
 - Ensure case tracking is up to date.
- 2. Actively participates in fostering a workplace culture of inclusivity, mutual respect and motivated productivity**
- 3. Other duties and responsibilities, as required.**