

Career Opportunity

The College of Dental Hygienists of Ontario seeks to fill the position of Manager, Complaints and Investigations.

About the College of Dental Hygienists of Ontario

The **College of Dental Hygienists of Ontario (CDHO)** is the regulatory body for over 13,500 registered dental hygienists in Ontario. Our office is located at Yonge and Bloor in Toronto, Ontario.

The College's mission is to regulate the practice of dental hygiene in the interest of the overall health and safety of the public of Ontario. As such, Ontarians can expect to receive quality oral health care and dental hygiene services from health professionals who are registered with the CDHO. All of the College's activities ensure that clients have access to safe, ethical and high quality dental hygiene care.

Job Title: Manager, Complaints and Investigations
Reports to: Director, Professional Conduct
Closing Date: June 2019

Position Overview

The **Managers of Complaints and Investigations** are responsible for managing complaints, reports, and investigations as well as illegal practice matters.

Key Responsibilities

General

- I. Oversee complaints, reports and investigations to ensure that they are addressed in a consistent and fair manner that complies with all legislative and regulatory requirements.

Accomplished by:

- Ensuring that complaints, reports and investigations are processed in accordance with the legislative and regulatory requirements, gathering initial information, managing investigations, serving as primary communications contact for the College, the Inquiries, Complaints and Reports Committee (ICRC) and the parties on all related matters.
- Responding to inquiries respecting the complaints, reports, and investigative processes.
- Conducting preliminary inquiries and where appointed, some investigations.

Manager, Complaints and Investigations

- Drafting and reviewing investigation reports conducted under the *RHPA* as well as decisions and reasons for ICRC approval.
- Attending the ICRC and ICRC panel meetings to provide information, guidance, and where appropriate, recommendations for consideration by the ICRC.
- Providing primary support to the ICRC and to ICRC panels, overseeing the preparation of ICRC agendas and the drafting of ICRC minutes.
- Monitoring ICRC outcomes to ensure registrant compliance with decisions, remediation requirements and practice restrictions resulting from the regulatory processes.
- Developing, reviewing and implementing policies relating to complaints, reports and investigations.
- Providing annual orientation for ICRC members.
- Representing the College at reviews by the Health Professions Appeal and Review Board (HPARB).
- Drafting annual reports, Council ICRC reports, regular reports for the ICRC on the status of complaints, reports, and investigations and yearly audits.
- Developing and maintaining ICRC manuals and manuals for complaints and investigations staff.
- Preparing written communications such as articles for the College's publication, *Milestones*.
- Participating in appropriate working groups/activities of the Federation of Health Regulatory Colleges of Ontario.
- Ensuring that the College's public register and database as it pertains to complaints, reports and investigations, is accurately maintained and updated.
- Recommending process improvements, where appropriate or requested.
- Representing the College or serving as witness at Discipline and Fitness to practise proceedings, as required.
- Attending and participating at Council meetings by providing information, as required.
- Performing other duties as assigned.

2. Manage Illegal Practice Matters

Accomplished by:

- Directing investigations (including undercover operations) together with the Director of Professional Conduct.
- Contacting registered dental hygienists to provide expert opinions.
- Coordinating with the College prosecutor, when matters are taken to the Ontario Superior Court (civil proceedings), attending hearing dates.
- Coordinating with administration within Registration, when matters are referred to the Registration Committee.
- Drafting materials relating to illegal practice for *Milestones* and the College's website, as requested.
- Representing or serving as a witness for the College at illegal practice proceedings, as required.
- Performing other duties as assigned.

Core Knowledge/Educational Requirements

Education

- A university degree is required, preferably in law, public administration, or health policy.
- Excellent communication and interpersonal skills, including tact and diplomacy in sensitive situations.

Experience

- Demonstrated report- and decision-writing experience.
- Knowledge and sensitivity about issues of confidentiality and privacy.
- Direct experience in professional conduct in health regulation strongly preferred.
- Familiarity with regulatory processes and the *Regulated Health Professions Act, 1991* are assets.

Demonstrated Skills

- Meticulous attention to detail and accuracy.
- Effective organizational and time management skills.
- Ability to multi-task, to set priorities and work effectively to deadlines in a busy environment.
- Ability to work independently and to take responsibility for projects, tasks and duties.
- Team building skills and ability to work as part of a team.
- Case management skills.
- Analytical skills, particularly related to evaluating cases and investigations, and data analysis skills.
- Presentation skills.
- Excellent judgment skills – Work requires judgment/problem solving where the range of potential options needs to be identified and tested before the best approach can be determined, including interpretation/evaluation of supporting information.
- Ability to manage an efficient and organized case-filing system (hard copy and electronic), to track activities and ensure appropriate and timely follow-up.
- Proficiency in Microsoft Office Suite with accurate keyboarding skills.

Qualified candidates are invited to apply by submitting their resume and cover letter via email to: careers@cdho.org no later than **June 1, 2019**. No phone calls please.

This is a full-time role based in our downtown office location. The College of Dental Hygienists of Ontario (CDHO) welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. We thank all candidates for applying, however, only candidates being considered will be contacted.