



JOB DESCRIPTION

The College of Dental Technologists of Ontario (the “College”) is the governing body established by the provincial government to regulate the practice of dental technology in Ontario. Its mandate is to serve and protect the public interest.

Position Details

Position: Coordinator, Professional Conduct
Supervisor: Registrar and CEO
Type: 1.0 FTE (35.0 hours/week)
Number of Reports: Direct 0 Indirect 0

SECTION A

POSITION SUMMARY

The Coordinator of Professional Conduct ensures that the interests of the public are protected by managing the complaints process for the CDTO. This role is also responsible for answering professional practice questions from members as well as general inquiries from members of the public.

As staff support to the Patient Relations Committee, this role also provides guidance and outreach to the public on the role of Registered Dental Technologists through the creation and distribution of appropriate educational materials.

SECTION B

KEY RESPONSIBILITIES

The key responsibilities outlined below are interpreted as being descriptive in nature and are not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties:

COMPLAINTS, DISCIPLINE AND FITNESS TO PRACTICE

- Coordinate the activities and serve as a resource to the Inquiries Complaints and Reports Committee (ICRC), Fitness to Practise Committee and Discipline Committee;
- Run the College’s complaints, discipline and FTP process according to the relevant sections of the RHPA;
- Draft all Decisions and Reasons of the ICRC in conjunction with Counsel to the College;
- Coordinate the College’s monitoring program for member’s compliance with any orders of the ICRC, FTP and Discipline Committee;
- Assist the ICRC in developing Specified Continuing Education or Remediation Programs (SCERPs);
- Respond to inquiries from the public and Members on various matters of professional conduct;
- Respond to inquiries from the public about the process for filing a formal complaint;
- Coordinate the release of information for appeals to the Health Professions and Review Board and represent the College at any such hearings;
- Maintain all necessary records and prepare relevant information for posting on the public register;
- Conduct investigations where necessary; and
- Pursue known laboratories operating contrary to the RHPA with assistance from legal Counsel.

PATIENT RELATIONS

- Coordinate the activities of and serve as a resource to the Patient Relations Committee;
- Develop policies and education programs for the Patient Relations Program as required; and
- Write articles and produce the College's member publication in conjunction with Committee Members.

GENERAL

- Participate in appropriate working groups such as the hearings and investigations network run by FHRCO;
- Respond to stakeholder requests for information relating to complaints, discipline, fitness to practise and patient relations;
- Contribute to strategic planning and operational planning of the College, developing performance indicators and drafting portions of the Annual Report of the College;
- Budget forecasting and monitoring for the Professional Conduct Department and the Patient Relations Department;
- Assist with Communications strategies of the College (draft and edit publications; management of social media profile(s));
- On-boarding of governance initiatives in-line with the strategic plan;
- Creation and review of policies as required; and
- Any other duties commensurate with grade/status as required by the Registrar.

SECTION C – QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Completion of an undergraduate degree or diploma in a related field, preferably legal; and
- Minimum of 3 years of relevant work experience, preferably in a regulatory health care or related environment.

KNOWLEDGE

- Knowledge of the regulatory and legislative framework for the governance of health care professions in Ontario to ensure that the practices, policies of the College meet legal requirements. Specifically, knowledge is required of the Regulated Health Professions Act (RHPA), 1991, Health Professions Procedural Code, schedule 2 to the RHPA, the Dental Technology Act, 1991 and regulations made under these Acts;
- Knowledge of protocols, and legislation regarding protection of privacy of individuals such that information regarding members of the College, their patients/clients, and members of the public, and witnesses is appropriately protected;
- Knowledge of general procedures and protocols for administrative tribunals (Statutory Powers and Procedures Act "SPPA") to ensure that hearings are carried out appropriately;
- Knowledge of how boards and committees function and general rules of procedure to provide guidance to Committee Chairs on protocols and procedures to ensure that work is accomplished in an orderly manner; and
- Knowledge of computer applications generally used in offices such as the Microsoft office package, applications that support organizational planning and communications tools.

ORGANIZATIONAL SKILLS

- Ability to organize meetings, prepare agendas, prepare and present materials for Committees and Council;
- Ability to manage multiple tasks and competing priorities and working in a fast-paced environment where team members must support each other and the Registrar to accomplish work;
- Ability to write effectively to create reports, proposals and correspondence to Members and stakeholders; and
- Ability to work independently and with teams providing situational leadership to achieve team objectives.

COMPUTER SKILLS

- Ability to function at an intermediate to advanced level with all Microsoft Office applications;
- Ability to use independently standard office equipment such as computers, fax, copiers, printers, scanners, and projectors; and
- Ability to use and learn independently more specialized applications such as database management applications, planning applications, and presentation and publishing applications.

COMMUNICATION SKILLS

- Highly developed presentation skills to convey complex information in an organized manner easily understood by audiences with various levels of knowledge and technical understanding;
- Excellent writing skills to prepare reports, to write minutes, to prepare articles for the website or newsletter and to prepare correspondence;
- Excellent listening and enquiry skills to understand public and member comments/concerns, to understand meeting proceedings and to make notes for follow-up; and
- Adept at conflict resolution and can handle difficult discussions while providing well-documented independent advice to decision-making bodies.

ANALYSIS AND JUDGEMENT

- Advanced judgement to make independent decisions, advise the Chairs of Committees and panels on procedures and to provide appropriate advice to the Registrar, committees and Council.
- Tact, diplomacy and empathy to provide appropriate responses to members and stakeholders without conveying a personal or College “position”;
- Discretion to not disclose confidential information or demonstrate personal feelings, and to maintain professional demeanour at all times;
- Objectivity and neutrality when providing support to the ICRC, FTP and Discipline Committees;
- High level of political and organizational acuity to distinguish when issues may draw public attention and to ensure that such issues are escalated appropriately to the Registrar; and
- Excellent analytical skills to identify, understand, and explain in writing and verbally, issues and opportunities relating to policy, legislation, members’ performance and performance of the Council and its Committees.

The College of Dental Technologists of Ontario is an inclusive employer. Accommodations are available under the Ontario Human Rights Code.

Please submit your cover letter and resume as a single document to info@cdto.ca and quote “Coordinator, Professional Conduct Application” in the subject line.