



College of  
Massage  
Therapists of  
Ontario

# CAREER OPPORTUNITY

## COORDINATOR, INVESTIGATIONS (Maternity Leave Contract)

### WHO WE ARE

The **College of Massage Therapists of Ontario (CMTO)** regulates Registered Massage Therapists (RMTs) and exists to protect the public interest. By ensuring that RMTs maintain professional Standards of Practice and are held accountable for their conduct, CMTO protects the public's right to receive high quality, safe and ethical Massage Therapy treatment. The College operates in a non-unionized environment and is conveniently located near transit in midtown Toronto.

### ABOUT THE ROLE

CMTO is seeking a Coordinator, Investigations to support the Professional Conduct department with investigative processes to ensure consistent application of fair and appropriate policies and accurate case management. The Coordinator supports the Inquiries, Complaints & Reports Committee's (ICRC) processes.

### KEY DUTIES AND RESPONSIBILITIES

As Coordinator, Investigations under the direction of the Manager, Investigations you will:

- Respond to general inquiries regarding processes and status of case files in accordance with CMTO policies and regulatory guidelines.
- Log and establish case files for all matters and ensure case files are promptly updated.
- Log evidence collected during the investigative process.
- Draft and provide reports on individual cases as required.
- Prepare correspondence related to the investigative process.
- Assist with the scheduling of ICRC meetings, the development of meeting materials and the preparation of meeting minutes.
- Facilitate the smooth and timely handover of case files to the Hearings team.
- Record, track and monitor ICRC panel outcomes and maintain case management statistics.
- Assist with the updating of the College's Public Register.
- Provide occasional relief for Reception and ad hoc support as needed.

#### College of Massage Therapists of Ontario

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1-800-465-1933

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## SKILLS

- Organization, time management and planning skills with proven ability to manage and deliver on multiple and competing priorities.
- Ability to deal with sensitive and confidential issues using well-developed discretion, professionalism and judgement.
- Exemplary communication skills, both verbal and written.
- Self-starter with the ability to work with minimal direction and supervision.
- Strong attention to detail.
- Strong interpersonal skills, a collaborative team player.

## QUALIFICATIONS

- Post-secondary degree or diploma and minimum of 2 years of experience in an administrative or program support role or the equivalent combination of education and experience would be considered.
- Experience in a legal, investigations or compliance environment would be considered a definite asset.
- Previous experience working with Councils, Boards and/or Committees would be considered an asset.
- Knowledge and experience in applying internal policies and procedures on a daily basis.
- Knowledge and skills in avoiding triggers when interacting with individuals who have experienced sexual abuse.
- Advanced proficiency with Microsoft Office suite, databases and case management tools.
- Fluency in French would be considered an asset.

If you're ready to jump into a fast-paced role where you can make a difference, you belong here!

## INTERESTED?

To be considered for role, please forward your resume and cover letter to [resumes@cmto.com](mailto:resumes@cmto.com) on or before February 15, 2019. **Please state the Job Posting Title in the Subject Line of the email.**

*We thank all applicants for their interest in CMTO. Please note, only applicants selected for an interview will be contacted.*

*The College of Massage Therapists of Ontario promotes diversity in the workplace and is committed to ensuring that its recruitment and other employment activities are fair and equitable. Accommodations are available at all stages of the employment cycle upon request.*

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