



College of  
Massage  
Therapists of  
Ontario

# CAREER OPPORTUNITY

## MANAGER, HEARINGS

### 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 Manager, Hearings within the Professional Conduct department to manage all aspects of hearings processes for cases referred to the Discipline and Fitness to Practise Committees. The Manager will ensure efficient and appropriate policies, procedures and practices for hearing proceedings and decisions. This role also provides leadership and oversight of staff, contractors, and Independent Legal Counsel (ILC).

### KEY DUTIES AND RESPONSIBILITIES

Reporting to the Director, Professional Conduct, you will:

- Manage the day-to-day operations for all hearing related activities including supporting the Discipline and Fitness to Practise (FTP) Committees.
- Monitor hearings processes to ensure efficient and accurate case management and department administration.
- Assist the Discipline and FTP Committees in making well-informed, fair, objective and timely decisions in compliance with department policies and protocols and assist with the drafting of decisions and reasons.
- Case manage all cases referred to the Discipline and FTP Committees and facilitate the timely scheduling of hearings.
- Organize orientation and training sessions for Committee members to ensure adequate training and preparation. Create and update training materials for review by Independent Legal Counsel (ILC) and distribution to Committees.
- Review processes to identify issues that pose a risk, and where identified, research best practices and, in collaboration with the Director, consult

### College of Massage Therapists of Ontario

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with the Committee's ILC to implement changes as needed.

- Provide support in the development of short and long-term department plans and enhancement of policies and procedures.
- Follow through on Discipline and FTP Committee orders.
- Ensure CMTO's Public Register is accurate, complete and promptly updated regarding cases in accordance with policy and legislation.
- Ensure performance planning, review, evaluation, coaching and development of staff.
- Engage and manage contracts with external contractors and consultants as it relates to hearing needs (e.g. translators, court reporters).
- Represent College externally, as needed.

### 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 in law or related discipline and minimum of 3 years of experience in a leadership role in a regulatory body or related field. A combination of education and experience will be considered.
- Health sector experience is an asset.
- Knowledge/experience with complaints, discipline, investigative and case management processes in a regulatory environment.
- Previous experience working with Councils, Boards and/or Committees is an asset.
- Proficiency with the *Regulated Health Professions Act 1991 (RHPA)*, the *Massage Therapy Act 1991 (MTA)*, procedural fairness, case law, rules of evidence and victim management.
- Professional knowledge of administrative law and processes in a health regulatory or other regulatory environment.
- Experience in interpreting and implementing legislative requirements and internal policies and procedures on a daily basis.
- Knowledge/skills in avoiding potential 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.

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## HOW TO APPLY

If you are interested in applying for this position, please forward a cover letter and resume in confidence to [resumes@cmto.com](mailto:resumes@cmto.com) quoting Manager, Hearings in a subject line by 4:30 p.m. on or before May 23, 2018.

*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 personnel activities are fair and equitable. Accommodations are available at all stages of the employment cycle upon request.*

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