



College of
Massage
Therapists of
Ontario

CAREER OPPORTUNITY

MANAGER, INVESTIGATIONS

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, Investigations within the Professional Conduct department to manage the College's investigative, compliance and monitoring processes to ensure consistent application of fair and appropriate policies, procedures and practices within the department. This role provides leadership and oversight of staff, contractors, and professional advisors.

KEY DUTIES AND RESPONSIBILITIES

Reporting to the Director, Professional Conduct, you will:

- Manage the day-to-day operations of investigations, compliance and monitoring activities including supporting the Inquiries, Complaints and Reports Committee (ICRC).
- Oversee the intake of all inquiries, complaints and reports, as well as reports of illegal practice, and ensure the assignment of intake officers to individual matters.
- Monitor the status of investigations to ensure thorough, effective case management.
- Oversee the timely scheduling of ICRC meetings, preparation of agenda and meeting material packages, and distribution of meeting materials.
- Assist ICRC in making well-informed, fair and objective decisions
- Organize orientation and education sessions for ICRC members to ensure adequate training and preparation. Create and update training materials as needed. Ensure performance planning, review, evaluation, coaching and development of staff.

College of Massage Therapists of Ontario

1867 Yonge Street, Suite 810
Toronto, ON M4S 1Y5

Phone: 416.489.2626

Toll-free (in Ontario):
1-800-465-1933

cmtocmtoc.com



- Review processes to identify issues that pose a risk, and where identified, research best practices and consult with legal counsel to implement changes as needed.
- Engage and manage contracts with external contractors and consultants as it relates to the ICRC process (e.g. investigators, assessors, expert opinions),,
- Provide recommendations and draft policies to develop and enhance Program processes and procedures.
- Oversee follow through on Inquiries, Complaints and Reports Committee decisions.
- Ensure CMTO's public register is accurate, complete and promptly updated regarding cases in accordance with policy and legislation.
- Attend HPARB reviews as the College representative.
- Provide support in the development of short and long-term department plans and in identifying process and technology improvement initiatives.
- Assist with the development of the annual departmental budget and in monitoring and managing actual expenses versus budget.
- Develop reports and conduct analysis to support year-end audit accruals for investigation and discipline expenses.
- Lead and/or participate in projects to enhance the Professional Conduct area and participate in College-wide initiatives.
- Develop and regularly review/update website content related to Professional Conduct.

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 builder with the ability to coach and develop staff.

College of Massage Therapists of Ontario

1867 Yonge Street, Suite 810
Toronto, ON M4S 1Y5

Phone: 416.489.2626

Toll-free (in Ontario):
1-800-465-1933

cmto@cmto.com



College of
Massage
Therapists of
Ontario

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.

INTERESTED?

If you are interested in applying for this position, please forward a cover letter and resume in confidence to resumes@cmto.com quoting Manager, Investigations in a subject line.

We thank all applicants for their interest but only those 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.

College of Massage Therapists of Ontario

1867 Yonge Street, Suite 810
Toronto, ON M4S 1Y5

Phone: 416.489.2626

Toll-free (in Ontario):
1-800-465-1933

cmto@cmto.com