



COLLEGE OF
DENTURISTS
OF ONTARIO

POSITION ADVERTISEMENT – MANAGER, PROFESSIONAL CONDUCT

The College of Denturists of Ontario is seeking an enthusiastic, skilled individual to join our team as Manager of Professional Conduct. The College is a health profession regulatory body created by statute and responsible to the Ministry of Health and Long-Term Care for the regulation of the profession of denturism in the public interest. We are a small team of innovative individuals committed to best practices in health profession regulation. In the execution of our responsibilities we value transparency, accountability, accuracy, fairness, respect, open communication, and self-awareness.

As Manager of Professional Conduct, you will contribute to the organizational mandate of the College and to the execution of its strategic plan. You will be responsible for all aspects of the College's Inquiries, Complaints and Reports processes and the activities of the Discipline and Fitness to Practice Committees. In addition to these daily responsibilities, the ideal team member will engage in the development and execution of projects associated with continuous improvement of the management of Professional Conduct matters, the management, storage and retrieval of documents related to Professional Conduct matters, and the collection, analysis and utilization of data in the management of Professional Conduct matters.

This position is not for everyone. It is a generalist position that requires an appetite for managing a diverse group of responsibilities concomitant with an ability to ensure accuracy and timeliness in meeting those responsibilities.

Key Responsibilities

- Intake and processing of complaints received by the College regarding matters of Professional Conduct. Management and tracking of the progress of each complaint or report file through the College's process, ensuring attention to accuracy and mandated and internal time requirements.
- Coordination of all meetings of the Inquiries, Complaints and Reports Committee (ICRC).
- Preparation of all meeting packages.
- Management and tracking of active College investigations, drafting of investigator instructions and liaising with the College's external investigators.
- Management of all aspects of Discipline or Fitness to Practice Committee Hearings.
- Participation in the timely preparation and disposition of ICRC decisions and reasons documents.

- Oversight of all outcomes related to decisions of the ICRC, Discipline and Fitness to Practice Committees. Monitoring and tracking of compliance with Committee mandated actions.
- Management of all requests from Health Professions Appeal and Review Board.
- Identification, development and execution of continuous improvement projects related to Professional Conduct processes, document management and data analysis and use.

Qualifications

- University degree in business, social sciences or public administration preferred, College Diploma (Business/Administration), or a combination of education and experience.
- Knowledge of and ability to work within a legislative framework; demonstrated experience with the *Regulated Health Professions Act 1991* and the *Health Professions Procedural Code*.
- Excellent project management skills with experience in managing projects to deadlines.
- Ability to think critically and exercise independent and sound judgment.
- Ability to deal effectively with challenging situations utilizing tact and discretion in all contacts.
- Ability to deal with confidential issues in a sensitive, efficient, and professional manner, internally and externally.
- Strong writing and proof-reading skills, including knowledge of correct grammar, spelling, and punctuation.
- Ability to apply judgment and analytical skills in all areas of responsibility.
- Ability to work collaboratively in a team as well as independently; exceptional interpersonal skills.
- Excellent initiative, attention to detail, organizational skills and an ability to prioritize a diverse workload and manage competing priorities.
- Demonstrates an exceptional work ethic and values consistent with those of the organization.
- An ability to exercise absolute discretion in all matters and handling of sensitive and confidential issues/materials.
- Proficiency with the Microsoft Office suite of programs, specifically Outlook, Word, Excel and PowerPoint, and an ability to learn and utilize the College's database program.
- Bilingual – French/English is an asset.

Compensation

For the successful applicant, the College will offer a competitive salary within the range of compensation for similar positions in similar regulatory organizations. Annual salary is complemented with an annual cost of living increase, medical and dental benefits including a Health Care Spending Account, and employer contributions to an RRSP. The College supports continuing education in position-related areas and offers a flexible work schedule and a summer compressed work week.

The College is committed to fostering an inclusive, accessible environment and we welcome applications from anyone who feels they are qualified for this position. The College office is in vibrant, downtown Toronto close to public transportation.

Qualified candidates are encouraged to apply by sending a cover letter and résumé to hr@denturists-cdo.com. Similarly, if you have any questions regarding this position, you are welcome to send an email to the same email address.

We thank all candidates for their interest. We will contact those candidates that are selected for an interview.