



Scope of the Position

Under the supervision of the Registrar & Executive Director, the Manager of Governance & Operations provides support to Council and committees, manages the College's Strategic Plan, supports special projects, human resources and policy development, and assists in the improvement of organizational operations to ensure statutory accountability and administrative efficiencies.

Reports to: Registrar & Executive Director

Performance Evaluation: Performed annually

Key Responsibilities

GOVERNANCE

Council Support

- Supports the Registrar & ED in the review, revision and development of the College's governance policies
- Supports the Registrar & ED in the review, revision and development of College by-laws
- In collaboration with the Registrar & ED, oversees Council election processes and the recruitment of Council members
- Supports Council training and develops relevant educational resources on Council roles, responsibilities and decision-making processes
- Writes decision-support documents for Council and cover memos for the Registrar & ED, as required
- Reviews Council meeting minutes for accuracy
- Supports the Registrar & ED and the Controller with developing the Council budget

Committee Support

- Develops policies for the recruitment and appointment of members to College committees
- In collaboration with program managers and committee support staff, develops committee training and educational materials explaining committee roles, responsibilities and decision-making processes

Strategic Planning & Priority Setting

- In collaboration with the Registrar & ED, manages the College's Strategic Plan, including priority-setting, implementation, identifying and monitoring success indicators, and evaluating metrics
- Develops structured change management plans and processes to drive successful individual and organizational change in keeping with the College's regulatory mandate and strategic planning goals.

OPERATIONS

Human Resources

- Collaborates with the Controller in developing and revising personnel policies
- Assists the Registrar & ED and the Controller with staff recruitment

Projects & Policy Development

- Conducts the annual *Audit of the Operations of the Register*, which includes reviewing related policies and procedures to ensure currency with registration and IT practices
- Leads policy development relating to College-wide initiatives
- Conducts research, analysis and interpretation of current environmental trends
- In collaboration with the Registrar and ED, coordinates special project activities across the organization, including budgeting and addressing resource needs.
- Works cooperatively with other staff on procurement matters
- Participates in external interprofessional collaborative projects, as directed by the Registrar & ED
- Works with the Communications Manager to develop key messages for various stakeholders regarding relevant College matters and special projects

Team Building

- At the direction of the Registrar & ED, conducts needs-assessments for staff team development
- Works collaboratively with the Registrar & ED, other College staff and outside consultants to deliver education sessions
- Actively participates in fostering a workplace culture of open communication, inclusivity, mutual respect and productivity

Document Management

- Reviews, revises and ensures the effective implementation of the organization's document management retention policy in keeping with requirements for privacy, security and business continuity
- Works with program managers to identify enhancements and educational needs regarding best practices for managing the College's document systems

Other

- Acts as proof reader for the *Regulation Matters* newsletter
- Other duties and responsibilities as assigned by Registrar & ED

Education

At least a Bachelors level degree in a relevant discipline, such as, communication, public administration, health, education, business or law

Experience

- A minimum of five years' experience in the regulatory environment
- Proven leadership in regulation or other relevant area
- Experience with membership organizations
- Experience with board governance
- Experience in developing and implementing organizational policies, procedures, organizational business & strategic plans
- Demonstrated interpersonal and team-building skills

Skills & Knowledge

- Knowledge of the *Regulated Health Professions Act, 1991*, and other legislation impacting health care regulation in Ontario and throughout Canada
- Knowledge of the principles and practice of the Ontario health care system
- Ability to establish priorities to successfully manage multiple projects simultaneously from start to finish, respecting deadlines
- Able to problem solve and work well under pressure
- Good interpersonal skills and the ability to communicate with others on a variety of levels
- Excellent written and oral communication skills in English in a variety of written formats
- French language proficiency would be an asset
- Developing and delivering proposals and presentations for a variety of audiences
- Advanced computer skills including knowledge of Microsoft Windows applications, databases, evaluation/survey programs, social media, mobile technologies, webinar platforms and literature search engines



Personal Qualities

- Excellent interpersonal and team skills
- Committed to continuous quality improvement
- Adaptable and flexible
- Energetic
- Reliable
- Strong commitment to the organization and the position
- Works well independently and as a member of a team
- Shows initiative and good judgement
- Accepts direction well
- Respects requirements for confidentiality
- Exercises discretion